

Appendix B

New Hampshire Performance Metrics

All data included here are taken from the New Hampshire Carrier-to-Carrier Reports. This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics nor that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided, there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.

PERFORMANCE METRICS CATEGORIES

Metric Number	Metric Name
Preorder and OSS Availability:	
OR-1-02	% On Time LSRC - Flow Through
OR-1-04	% On Time LSRC (Electronic - No Flow Through)
OR-1-06	% On Time LSRC (Electronic - No Flow Through)
OR-1-08	% On Time LSRC (Fax)
OR-1-10	% On Time LSRC Lines (Fax)
OR-1-12	% On Time FOC <= 192 Forecasted Trunks
OR-1-13	% On Time Design Layout Record (DLR)
OR-1-19	% On Time Resp. - Request for Inbound Augment Trunks
PO-1-01	Average Response Time - Customer Service Record
PO-1-02	Average Response Time - Due Date Availability
PO-1-03	Average Response Time - Address Validation
PO-1-04	Average Response Time - Product and Service Availability
PO-1-05	Average Response Time - Telephone Number Availability and Reservation
PO-1-06	Average Response Time - Facility Availability - (ADSL Loop Qualification)
PO-1-07	Average Response Time - Rejected Query
PO-1-08	% Timeouts
PO-1-09	Parsed CSR
PO-2-02	OSS Interface Availability - Prime Time - EDI - Pre-Ordering
PO-2-03	OSS Interface Availability - Non-Prime Time - Electronic Bonding - Maintenance
PO-4-01	% Change Management Notices sent on Time
PO-5-01	Average Notice of Interface Outage
PO-6-01	Software Validation
PO-7-01	% Software Problem Res. Timeliness
PO-7-02	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround

Metric Number	Metric Name
Ordering:	
OR-2-02	% On Time LSR Reject - Flow Through
OR-2-04	% On Time LSR Reject (Electronic - No Flow Through)
OR-2-06	% On Time LSR Reject (Electronic - No Flow Through)
OR-2-08	% On Time LSR Reject (Fax)
OR-2-10	% On Time LSR Reject (Fax)
OR-2-12	% On Time Trunk ASR Reject <= 192 Forecasted Trunks
OR-3-01	% Rejects
OR-3-02	% Resubmission Not Rejected
OR-4-11	% Completed orders with neither a PCN nor BCN sent
OR-4-16	% Provisioning Completion Notifiers sent within one (1) Business Day
OR-4-17	% Billing Completion Notifier sent within two (2) Business Days
OR-5-01	% Flow Through - Total
OR-5-03	% Flow Through Achieved
OR-6-01	% Accuracy - Orders
OR-6-03	% Accuracy - Local Service Confirmation
OR-7-01	% Order Confirmations/Rejects Sent Within 3 Business Days
Provisioning:	
PR-1-09	Average Interval Offered - Total
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)

PERFORMANCE METRICS CATEGORIES

Metric Number	Metric Name
PO-7-03	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A
PO-8-01	% On Time - Manual Loop Qualification
PO-8-02	% On Time - Engineering Record Request
MR-1-01	Average Response Time - Create Trouble - Electronic Bonding
MR-1-02	Average Response Time - Status Trouble - Electronic Bonding
MR-1-03	Average Response Time - Modify Trouble - Electronic Bonding
MR-1-04	Average Response Time - Request Cancellation of Trouble - Electronic Bonding
MR-1-05	Average Response Time - Trouble Report History (by TN/Circuit) - Electronic Bonding
MR-1-06	Average Response Time - Test Trouble (POTS Only) - Electronic Bonding
<i>Change Management, Billing, OS/DA, Interconnection and</i>	
BI-1-02	% DUF in 4 Business Days
BI-2-01	Timeliness of Carrier Bill - Paper Bills
BI-3-04	% CLEC Billing Claims Acknowledged within 2 Business Days
BI-3-05	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment
NP-1-02	% FTG Exceeding Blocking Standard (No Exceptions) - Final Trunks
NP-1-03	Number Dedicated FTG Exceeding Blocking Standard – 2 Months
NP-1-04	Number Dedicated FTG Exceeding Blocking Standard – 3 Months
NP-2-01	% On Time Response to Request for Physical Collocation
NP-2-02	% On Time Response to Request for Virtual Collocation

Metric Number	Metric Name
PR-4-01	% Missed Appt. – VZ – Total
PR-4-02	Average Delay Days – Total
PR-4-03	% Missed Appt. – Customer
PR-4-04	% Missed Appt. – VZ – Dispatch
PR-4-05	% Missed Appt. – VZ – No Dispatch
PR-4-07	% On Time Performance - LNP
PR-4-08	% Missed Appt. – Customer – Due to Late Order Confirmation
PR-4-14	% Completed on Time
PR-5-01	% Missed Appointment – Verizon – Facilities
PR-5-02	% Orders Held for Facilities > 15 Days
PR-5-03	% Orders Held for Facilities > 60 Days
PR-6-01	% Installation Troubles reported within 30 Days
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE
PR-8-01	% Open Orders in a Hold Status > 30 Days
PR-8-02	% Open Orders in a Hold Status > 90 Days
PR-9-01	% On Time Performance - Hot Cuts - Loop
<i>Maintenance and Repair:</i>	
MR-2-01	Network Trouble Report Rate
MR-2-02	Network Trouble Report Rate – Loop
MR-2-03	Network Trouble Report Rate – Central Office

PERFORMANCE METRICS CATEGORIES

Metric Number	Metric Name
NP-2-03	Average Interval – Physical Collocation
NP-2-04	Average Interval – Virtual Collocation
NP-2-05	% On Time – Physical Collocation
NP-2-06	% On Time – Virtual Collocation
NP-2-07	Average Delay Days – Physical Collocation
NP-2-08	Average Delay Days – Virtual Collocation

Metric Number	Metric Name
MR-2-04	% Subsequent Reports
MR-2-05	% CPE/TOK/FOK Trouble Report Rate
MR-3-01	% Missed Repair Appointment – Loop
MR-3-02	% Missed Repair Appointment – Central Office
MR-3-03	% Missed Repair Appointment — CPE /TOK/FOK
MR-4-01	Mean Time To Repair – Total
MR-4-02	Mean Time to Repair - Loop Trouble
MR-4-03	Mean Time To Repair – Central Office Trouble
MR-4-04	% Cleared (all troubles) within 24 Hours
MR-4-05	% Out of Service > 2 Hours
MR-4-06	% Out of Service > 4 hours
MR-4-07	% Out of Service > 12 hours
MR-4-08	% Out of Service > 24 Hours
MR-5-01	% Repeat Reports within 30 Days

NEW HAMPSHIRE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OSS & BILLING (Pre-Ordering) - POTS/Special Services												
PRE-ORDERING												
PO-1 - Response Time OSS Pre-Ordering Interface												
PO-1-01-6020	Customer Service Record - EDI	1.3	2.55	1.32	2.55	1.34	2.79	1.29	2.63	0.76	2.52	
PO-1-01-6030	Customer Service Record - CORBA	1.3	0.69	1.32	0.74	1.34	0.68	1.29	0.7	0.76	0.95	
PO-1-01-6050	Customer Service Record -Web GUI	1.3	2.4	1.32	2.46	1.34	2.53	1.29	3.29	0.76	2.61	
PO-1-02-6020	Due Date Availability - EDI	0.06	NA	0.07	NA	0.07	NA	0.1	NA	0.06	NA	
PO-1-02-6030	Due Date Availability - CORBA	0.06	NA	0.07	NA	0.07	NA	0.1	NA	0.06	NA	
PO-1-02-6050	Due Date Availability - Web GUI	0.06	2.15	0.07	2.16	0.07	2.34	0.1	3.21	0.06	2.07	
PO-1-03-6020	Address Validation - EDI	3.96	4.67	3.98	5.01	4.67	4.85	4.92	4.93	4.4	5.39	
PO-1-03-6030	Address Validation - CORBA	3.96	NA	3.98	3	4.67	NA	4.92	3.23	4.4	3.23	2,4
PO-1-03-6050	Address Validation - Web GUI	3.96	4.94	3.98	5.14	4.67	5.52	4.92	5.71	4.4	5.17	
PO-1-04-6020	Product & Service Availability - EDI	8.44	NA	8.53	NA	9.26	NA	10.69	NA	8.8	NA	
PO-1-04-6030	Product & Service Availability - CORBA	8.44	NA	8.53	NA	9.26	NA	10.69	NA	8.8	NA	
PO-1-04-6050	Product & Service Availability - Web GUI	8.44	6.21	8.53	6.62	9.26	6.21	10.69	7.41	8.8	8.37	
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	4.78	NA	4.77	NA	5.6	NA	6.06	NA	5.37	NA	
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	4.78	NA	4.77	NA	5.6	NA	6.06	NA	5.37	NA	
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	4.78	6.83	4.77	6.63	5.6	7.74	6.06	6.92	5.37	6.7	
PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - DSL - EDI	4.35	3.39	8.18	3.65	8.02	3.84	7.67	4.13	13.74	4.01	
PO-1-06-6030	Average Response Time - Mechanized Loop Qualification - DSL - CORBA	4.35	NA	8.18	NA	8.02	NA	7.67	NA	13.74	NA	
PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - DSL - Web GUI	4.35	3.99	8.18	4.06	8.02	4.27	7.67	4.1	13.74	3.5	
PO-1-07-6020	Rejected Query - EDI	0.04	2.26	0.04	2.3	0.03	2.44	0.03	2.48	0.04	2.4	
PO-1-07-6030	Rejected Query - CORBA	0.04	0.58	0.04	0.57	0.03	0.59	0.03	0.59	0.04	0.58	
PO-1-07-6050	Rejected Query - Web GUI	0.04	2.87	0.04	2.75	0.03	3	0.03	3.54	0.04	2.81	

NEW HAMPSHIRE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-1-08-6020	% Timeouts - EDI		0.07		0.12		0.18		0.15		0.33	
PO-1-08-6030	% Timeouts - CORBA		0		0		0		0		0	
PO-1-08-6050	% Timeouts - Web GUI		0.01		0.09		0.01		1.21		0.01	
PO-1-09-6020	Parsed CSR - EDI	1.3	1.52	1.32	2.19	1.34	2.63	1.29	1.88	0.76	2.3	1,3,4
PO-1-09-6030	Parsed CSR - CORBA	1.3	0.24	1.32	0.42	1.34	0.19	1.29	0.27	0.76	0.42	2,3,4
PO-2 - OSS Interface Availability												
PO-2-02-6020	OSS Interf. Avail. - Prime Time - EDI		100		100		100		100		100	
PO-2-02-6030	OSS Interf. Avail. - Prime Time - CORBA		100		100		100		100		100	
PO-2-02-6060	OSS Interf. Avail. - Prime Time - Electronic Bonding		100		100		100		100		100	
PO-2-02-6080	OSS Interf. Avail. - Prime Time - Maint./Web GUI/Pre-Order/Ordering WEB GUI		99.84		99.69		99.87		100		99.75	1,2,3,5
PO-2-03-6020	OSS Interf. Avail. - Non-Prime - EDI		99.73		99.2		99.54		99.51		99.26	1,2,3,4,5
PO-2-03-6030	OSS Interf. Avail. - Non-Prime - CORBA		99.83		99.78		99.92		99.84		99.8	1,2,3,4,5
PO-2-03-6040	OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS)		99.08		99.78		97.85					1,2,3
PO-2-03-6050	OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI		99.08		99.78		97.85					1,2,3
PO-2-03-6060	OSS Interf. Avail. - Non-Prime - Electronic Bonding		100		100		100		100		100	
PO-2-03-6080	OSS Interf. Avail. - Non-Prime - Maint. Web GUI/Pre-Order/Ordering WEB GUI								98.98		99.89	4,5
PO-5 - Average Notification of Interface Outage												
PO-5-01-2000	Average Notice of Interface Outage		15		15		NA		NA		20	1,2,5
PO-6 - Software Validation												
PO-6-01-2000	Software Validation		0		R3		R3		R3		0	
PO-7 - Software Problem Resolution Timeliness												
PO-7-01-2000	% Software Problem Res. Timeliness		NA		NA		NA		R3		NA	
PO-7-02-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround		NA		NA		NA		NA		NA	

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NEW HAMPSHIRE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-7-03-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround		NA		NA		NA		NA		NA	
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A		NA		NA		NA		NA		NA	
PO-8 - Manual Loop Qualification												
PO-8-01-2000	% On Time - Manual Loop Qualification		NA		100		100		100		100	2,3,4,5
PO-8-02-2000	% On Time - Engineering Record Request		NA		NA		NA		NA		NA	
Change Notification												
PO-4 - Timeliness of Change Management Notice												
PO-4-01-6660	% Notices Sent on Time - Industry Standard, Verizon Orig. & CLEC Orig.		100		NA		100		NA		100	1,5
PO-4-01-6671	% Notices Sent on Time - Emergency Maint. & Regulatory		100		100		100		100		100	1,2,5
Change Confirmation												
PO-4 - Timeliness of Change Management Notice												
PO-4-01-6622	% Notices Sent on Time - Regulatory		NA		NA		NA		100		NA	
PO-4-01-6662	% Notices Sent on Time - Ind. Std., Verizon Orig. & CLEC Orig.		NA		NA		NA		100		100	5
TROUBLE REPORTING (OSS)												
MR-1 - Response Time OSS Maintenance Interface												
MR-1-01-2000	Create Trouble	7.83	3.81	8.1	3.92	8.76	3.58	8.8	3.59	8.34	3.57	
MR-1-02-2000	Status Trouble	5.07	5.09	4.68	0.49	4.28	0.39	4.5	0.41	4.12	4.49	2,3,4,5
MR-1-03-2000	Modify Trouble	7.52	NA	7.88	NA	8.58	NA	8.78	NA	8.14	NA	
MR-1-04-2000	Request Cancellation of Trouble	9.18	0.38	9.26	3.17	9.87	NA	10.37	3.19	9.52	5.74	1,2,4,5
MR-1-05-2000	Trouble Report History (by TN/Circuit)	0.29	0.88	0.28	0.93	0.27	0.81	0.29	0.75	0.32	0.78	
MR-1-06-2000	Test Trouble (POTS Only) - RETAIL only	56.03	47.37	55.59	48.14	56.11	46.66	54.32	45.92	52.33	50.22	
BILLING												
BI-1 - Timeliness of Daily Usage Feed												
BI-1-02-2030	% DUF in 4 Business Days		99.94		99.96		99.94		98.63		99.85	
BI-2 - Timeliness of Carrier Bill												
BI-2-01-2030	Timeliness of Carrier Bill		100		98.82		95.79		99.56		100	

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NEW HAMPSHIRE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
BI-3 - Billing Accuracy & Claims Processing												
BI-3-04-2030	% CLEC Billing Claims Acknowledged within 2 Business Days		83.33		100		100		100		100	
BI-3-05-2030	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment		60		92.59		100		100		57.69	
Resale (Ordering) - POTS/Special Services												
RESALE Ordering												
OR-10 - PON Notifier Exception Resolution Timeliness												
OR-10-01-2000	% of PON Exceptions Resolved Within Three (3) Business Days											
OR-10-02-2000	% of PON Exceptions Resolved Within Ten (10) Business Days											
POTS & Pre-qualified Complex - Electronically Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-02-2320	% On Time LSRC – Flow Through		99.79		100		99.79		100		100	
OR-1-04-2100	% On Time LSRC No Facility Check		96.94		98.6		99.32		100		98.32	
OR-1-06-2320	% On Time LSRC/ASRC Facility Check		100		97.94		98.25		100		100	
OR-2 - Reject Timeliness												
OR-2-02-2320	% On Time LSR Reject – Flow Through		100		99.35		100		100		100	
OR-2-04-2320	% On Time LSR Reject No Facility Check		99.21		100		98.73		100		100	
OR-2-06-2320	% On Time LSR/ASR Reject Facility Check		100		100		100		100		100	
2 Wire Digital Services												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-2341	% On Time LSRC No Facility Check		100		100		100		100		100	1,2,5
OR-1-06-2341	% On Time LSRC/ASRC Facility Check		100		NA		NA		100		100	1,4,5
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-2341	% On Time LSR Reject No Facility Check		100		100		85.71		100		100	1,2,3
OR-2-06-2341	% On Time LSR/ASR Reject Facility Check		100		NA		NA		100		100	1,4,5

NEW HAMPSHIRE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
POTS / Special Services - Aggregate												
OR-3 - Percent Rejects												
OR-3-01-2000	% Rejects		27.37		37.42		38.5		36.56		40	
OR-3-02-2000	% Resubmission Not Rejected		NA		NA		NA		NA		NA	
OR-4 - Timeliness of Completion Notification												
OR-4-11-2000	% Completed orders with neither a PCN nor BCN sent		UD		0		0		0.68		0	
OR-4-16-2000	% Provisioning Completion Notifiers sent within one (1) Business Day		UD		50.75		71.26		79.59		86.49	
OR-4-17-2000	% Billing Completion Notifier sent within two (2) Business Days		UD		98.51		99.4		97.96		99.32	
OR-5 - Percent Flow-Through												
OR-5-01-2000	% Flow Through - Total		66.28		60.05		55.09		53.8		58.51	
OR-5-03-2000	% Flow Through Achieved		89.31		91.91		90.69		93.49		94.3	
OR-6 - Order Accuracy												
OR-6-01-2000	% Accuracy – Orders		96.76		95.98		95.39		99.19		99.19	
OR-6-03-2000	% Accuracy – LSRC		0		0.1		0.21		0.06		0.23	
OR-7 - Order Completeness												
OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days		99.8		99.47		99.43		99.85		99.68	
Special Services - Electronically Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-04-2210	% On Time LSRC No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-04-2211	% On Time LSRC No Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-04-2213	% On Time LSRC No Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-04-2214	% On Time LSRC No Facility Check (Non DS0, DS1, & DS3)		100		100		100		100		94.44	
OR-1-06-2210	% On Time LSRC/ASRC Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-06-2211	% On Time LSRC/ASRC Facility Check DS1		NA		NA		NA		NA		NA	

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-06-2213	% On Time LSRC/ASRC Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-06-2214	% On Time LSRC/ASRC Facility Check (Non DS0, DS1, & DS3)		100		NA		100		NA		NA	1,3
OR-2 - Reject Timeliness												
OR-2-04-2200	% On Time LSR Reject No Facility Check		100		100		100		100		100	
OR-2-06-2200	% On Time LSR/ASR Reject Facility Check		100		100		100		100		NA	1,2,3,4
Resale (Provisioning) - POTS/Special Services												
POTS - Provisioning - Total												
PR-4 - Missed Appointments												
PR-4-02-2100	Average Delay Days – Total	5.43	NA	4.96	15	3.71	3	4.23	1	5.32	5.5	2,3,4,5
PR-4-03-2100	% Missed Appointment – Customer		1.09		3.02		3.09		3.65		4.42	
PR-4-04-2100	% Missed Appointment – Verizon – Dispatch	5.44	0	4.39	1.09	4.17	1.89	4.01	1.74	5.67	2.02	
PR-4-05-2100	% Missed Appointment – Verizon – No Dispatch	0	0	0	0	0.01	0	0	0	0.01	0	
PR-6 - Installation Quality												
PR-6-01-2100	% Installation Troubles reported within 30 Days	2.62	0.88	3.19	1.11	2.88	1.3	3.78	2.32	4.57	2.3	
PR-6-03-2100	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		1.1		1.82		0.65		2.02		1.45	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2100	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-2100	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
POTS & Complex Aggregate												
2-Wire Digital Services												
PR-4 - Missed Appointments												
PR-4-02-2341	Average Delay Days – Total	6	NA	NA	NA	NA	NA	NA	NA	NA	NA	
PR-4-03-2341	% Missed Appointment – Customer		10		14.29		0		0		0	2,4,5

NEW HAMPSHIRE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-04-2341	% Missed Appointment – Verizon – Dispatch	6.25	0	0	0	0	0	0	NA	0	0	1,2,3,5
PR-4-05-2341	% Missed Appointment – Verizon – No Dispatch	0	0	0	0	0	0	0	0	0	0	1,2,3,4,5
PR-4-08-2341	% Missed Appt. – Customer – Late Order Conf.		0		0		0		0		0	2,4,5
PR-6 - Installation Quality												
PR-6-01-2341	% Install. Troubles Reported within 30 Days	2.88	0	0	0	1.63	0	2.5	0	0	0	
PR-6-03-2341	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE		0		0		0		0		10	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2341	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	2,4,5
PR-8-02-2341	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	2,4,5
Special Services - Provisioning												
PR-4 - Missed Appointments												
PR-4-01-2210	% Missed Appointment – Verizon – DS0	0	0	7.14	0	10	0	0	0	4.17	0	1,2,3,4,5
PR-4-01-2211	% Missed Appointment – Verizon – DS1	11.11	NA	16.67	NA	14.89	0	19.57	NA	10.53	NA	3
PR-4-01-2213	% Missed Appointment – Verizon – DS3	NA	NA	100	NA	NA	NA	50	NA	100	NA	
PR-4-01-2214	% Missed Appointment – Verizon – Special Other	14.29	0	0	0	0	NA	0	NA	0	0	1,2,5
PR-4-02-2200	Average Delay Days – Total	6.67	NA	16.2	NA	5	NA	10.8	NA	9.25	NA	
PR-4-03-2200	% Missed Appointment – Customer		0		50		33.33		0		28.57	2,3,4,5
PR-4-08-2200	% Missed Appt. – Customer – Due to Late Order Conf.		0		0		0		0		0	1,2,3,4,5
PR-6- Installation Quality												
PR-6-01-2200	% Installation Troubles reported within 30 Days	2.48	0	10.87	16.67	10.48	0	9.84	5.56	10.2	0	
PR-6-03-2200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		3.23		8.33		0		5.56		0	
PR-8 - Open Orders in a Hold Status												

NEW HAMPSHIRE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-8-01-2200	Open Orders in a Hold Status > 30 Days	5.88	0	0	0	0	0	0	0	0	0	1,2,3,4,5
PR-8-02-2200	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	1,2,3,4,5
Resale (Maintenance) - POTS/Special Services												
POTS - Maintenance												
MR-3 - Missed Repair Appointments												
MR-3-01-2110	% Missed Repair Appointment – Loop Bus.	10.28	1.61	9.13	2.59	19.8	18.45	12.42	6.48	22	18.45	
MR-3-01-2120	% Missed Repair Appointment – Loop Res.	7.4	0	7.74	0	14.64	0	9.37	7.69	14.05	7.69	1
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus.	9.38	0	9.09	0	4.72	0	4.93	0	15.79	7.69	3
MR-3-02-2120	% Missed Repair Appointment – Central Office Res.	5.07	NA	5.39	0	4.9	0	2.51	0	7.85	0	2,3,4,5
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment		3.96		0.93		4.44		1.5		12.93	
MR-4 - Trouble Duration Intervals												
MR-4-01-2100	Mean Time To Repair – Total	18.41	11.72	16.65	7.91	21.57	13.13	19.01	10.06	23.28	11.09	
MR-4-02-2110	Mean Time To Repair – Loop Trouble - Bus.	9.11	13.31	8.29	7.89	12.53	13.58	9.39	9.96	10.11	9.75	
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res.	21.35	34.34	18.96	13.94	24.59	15.89	21.65	22.85	26.07	28.69	1
MR-4-03-2110	Mean Time To Repair – Central Office Trouble - Bus.	4.29	1.14	3.43	4.59	3.29	4.48	3.6	1.79	5.68	6.38	3
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res.	6.71	NA	6.66	2.88	6.14	2.27	5.35	2.88	8.4	1.26	2,3,4,5
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	74	93.1	77.77	97.14	65.17	83.08	71.65	95	62.54	88.64	
MR-4-06-2100	% Out of Service > 4 Hours	78.48	50	77.91	59.34	82.36	61.22	81.33	62.96	85.72	69.52	
MR-4-07-2100	% Out of Service > 12 Hours	57.15	32.26	51.32	30.77	64.59	37.76	60.25	40.74	65.14	39.05	
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	4.6	5.08	2.72	1.19	11.57	18.82	5.41	3.03	6.53	6.59	
MR-4-08-2120	% Out of Service > 24 Hours - Res.	30.43	33.33	24.91	0	38.69	30.77	32.08	33.33	41.32	57.14	1,2
MR-5 - Repeat Trouble Reports												
MR-5-01-2100	% Repeat Reports within 30 Days	13.3	11.49	12.63	7.86	12.6	8.46	13.47	12.86	14.8	10.61	

NEW HAMPSHIRE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
2-Wire Digital Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-2341	Network Trouble Report Rate – Loop	0.5	0.24	0.35	0.24	0.48	0.24	0.51	0	0.45	0.47	
MR-2-03-2341	Network Trouble Report Rate – Central Office	0.35	0	0.29	0	0.37	0	0.32	1.17	0.13	0	
MR-2-04-2341	% Subsequent Reports		50		0		0		28.57		33.33	1,2,3,4,5
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate		1.21		0.97		0.24		3.52		1.41	
MR-3 - Missed Repair Appointments												
MR-3-01-2341	% Missed Repair Appointment – Loop	15.79	100	15.38	0	27.78	100	21.05	NA	35.29	0	1,2,3,5
MR-3-02-2341	% Missed Repair Appointment – Central Office	15.38	NA	18.18	NA	21.43	NA	16.67	20	40	NA	4
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment		20		0		0		0		0	1,2,3,5
MR-4 - Trouble Duration Intervals												
MR-4-01-2341	Mean Time To Repair – Total	11.42	26.6	14.44	18.4	17.63	27.83	16.63	16.49	20.38	10.13	1,2,3,4,5
MR-4-02-2341	Mean Time To Repair – Loop Trouble	12.21	26.6	16.14	18.4	18.91	27.83	23.8	NA	19.06	10.13	1,2,3,5
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	10.26	NA	12.44	NA	15.99	NA	5.27	16.49	24.88	NA	4
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	90.63	0	79.17	100	78.13	0	83.87	80	63.64	100	1,2,3,4,5
MR-4-07-2341	% Out of Service > 12 Hours	23.08	NA	0	NA	27.27	100	27.27	33.33	83.33	100	3,4,5
MR-4-08-2341	% Out of Service > 24 Hours	7.69	NA	0	NA	18.18	100	9.09	33.33	66.67	0	3,4,5
MR-5 - Repeat Trouble Reports												
MR-5-01-2341	% Repeat Reports within 30 Days	25	100	16.67	0	21.88	0	3.23	20	9.09	0	1,2,3,4,5
Special Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-01-2200	Network Trouble Report Rate	0.16	0.32	0.21	0.34	0.32	0.72	0.31	0.21	0.36	0.28	
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate		0.32		0.39		0.27		0.45		0.42	
MR-4 - Trouble Duration Intervals												
MR-4-01-2216	Mean Time To Repair – Total - Non DS0 & DS0	5.7	3.72	5.08	5.68	4.52	9.58	6.43	4.38	6.64	5.12	4,5
MR-4-01-2217	Mean Time To Repair – Total - DS1 & DS3	5.25	9.24	5.84	NA	7.69	NA	6.37	2.88	5.89	5.45	1,4,5

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-04-2216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0	97.01	100	98.78	100	100	100	97.96	100	97.3	100	4,5
MR-4-04-2217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	100	100	97.73	NA	94	NA	100	100	100	100	1,4,5
MR-4-06-2216	% Out of Service > 4 Hours - Non DS0 & DS0	48.48	55.56	40.26	62.5	42.59	73.68	57.29	50	52.78	50	2,4,5
MR-4-06-2217	% Out of Service > 4 Hours - DS1 & DS3	46.67	100	58.14	NA	60	NA	67.86	0	61.4	100	1,4,5
MR-4-08-2216	% Out of Service > 24 Hours - Non DS0 & DS0	3.03	0	1.3	0	0	0	2.08	0	2.78	0	2,4,5
MR-4-08-2217	% Out of Service > 24 Hours - DS1 & DS3	0	0	2.33	NA	6	NA	0	0	0	0	1,4,5
MR-5 - Repeat Trouble Reports												
MR-5-01-2200	% Repeat Reports within 30 Days	29.59	14.29	15.87	53.33	17.61	61.9	21.79	0	29.76	25	4,5
UNE (Ordering) - POTS/Special Services												
UNE Ordering												
OR-10 - PON Notifier Exception Resolution Timeliness												
OR-10-01-3000	% of PON Exceptions Resolved Within Three (3) Business Days											
OR-10-02-3000	% of PON Exceptions Resolved Within Ten (10) Business Days											
Platform												
OR-1 - Order Confirmation Timeliness												
OR-1-02-3143	% On Time LSRC - Flow Through		100		100		100		100		100	
OR-1-04-3143	% On Time LSRC No Facility Check		100		100		100		100		98.82	
OR-1-06-3143	% On Time LSRC/ASRC Facility Check		100		94.74		100		100		100	3
OR-2 - Reject Timeliness												
OR-2-02-3143	% On Time LSR Reject - Flow Through		100		100		100		100		100	
OR-2-04-3143	% On Time LSR Reject No Facility Check		100		100		100		98.61		100	
OR-2-06-3143	% On Time LSR/ASR Reject Facility Check		100		100		100		100		100	1,2,3,4,5
OR-6 - Order Accuracy												
OR-6-01-3143	% Accuracy - Orders		UR		99.75		96.85		99.75		98.75	
OR-6-03-3143	% Accuracy - LSRC		0		0		0.03		0.03		0	
OR-7 - Order Completeness												

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-7-01-3143	% Order Confirmation/Rejects sent within 3 Business Days		100		100		99.63		97.43		99.25	
Loop/Pre-qualified Complex/LNP												
OR-1 - Order Confirmation Timeliness												
OR-1-02-3331	% On Time LSRC – Flow Through		99.91		99.86		99.9		99.97		99.97	
OR-1-04-3331	% On Time LSRC No Facility Check		98.85		99.52		99.26		99.68		99.25	
OR-1-06-3331	% On Time LSRC/ASRC Facility Check		99.48		98.7		100		98.91		99.08	
OR-2 - Reject Timeliness												
OR-2-02-3331	% On Time LSR Reject – Flow Through		100		99.77		99.44		100		99.77	
OR-2-04-3331	% On Time LSR Reject No Facility Check		100		100		100		100		99.47	
OR-2-06-3331	% On Time LSR/ASR Reject Facility Check		100		100		100		100		100	
OR-6 - Order Accuracy												
OR-6-01-3331	% Accuracy - Orders		98.21		99.01		97.11		99.17		100	
OR-6-03-3331	% Accuracy – LSRC		0.56		0.28		0.25		0.16		0.43	
OR-7 - Order Completeness												
OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days		99.83		99.92		99.84		99.84		99.77	
2 Wire Digital Services												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-3341	% On Time LSRC No Facility Check		100		96.43		100		100		97.06	
OR-1-06-3341	% On Time LSRC/ASRC Facility Check		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-3341	% On Time LSR Reject No Facility Check		100		100		100		100		100	1,4,5
OR-2-06-3341	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		NA		NA	
2 Wire xDSL Loops												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-3342	% On Time LSRC No Facility Check		100		100		100		100		100	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-3342	% On Time LSR Reject No Facility Check		100		100		100		100		100	
OR-2-06-3342	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		NA		NA	

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
2 Wire xDSL Line Sharing & Line Splitting												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-3340	% On Time LSRC No Facility Check		100		100		NA		100		100	1,2,4,5
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-3340	% On Time LSR Reject No Facility Check		100		100		NA		NA		NA	1,2
OR-2-06-3340	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		NA		NA	
POTS / Special Services - Aggregate												
OR-3 - Percent Rejects												
OR-3-01-3000	% Rejects (ASRs + LSRs)		18.87		17.24		18.92		13.79		15.6	
OR-4 - Timeliness of Completion Notification												
OR-4-11-3000	% Completed orders with neither a PCN nor BCN sent		UD		0		0		0.68		0	
OR-4-16-3000	% Provisioning Completion Notifiers sent within one (1) Business Day		UD		50.75		71.26		79.59		86.49	
OR-4-17-3000	% Billing Completion Notifier sent within two (2) Business Days		UD		98.51		99.4		97.96		99.32	
OR-5 - Percent Flow-Through												
OR-5-01-3000	% Flow Through - Total		69.65		70.92		70.31		75.64		69.5	
OR-5-03-3000	% Flow Through Achieved		94.44		95.22		95.5		95.95		96.84	
Special Services - Electronically Submitted												
OR-1 - Order Confirmation Timeliness (ASRs + LSRs)												
OR-1-04-3210	% On Time LSRC No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-06-3210	% On Time LSRC/ASRC Facility Check DS0		NA		NA		NA		NA		0	5
OR-1-06-3211	% On Time LSRC/ASRC Facility Check DS1		86.21		96		98.15		100		100	
OR-1-06-3213	% On Time LSRC/ASRC Facility Check DS3		100		100		100		100		100	1,3,4,5

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-06-3214	% On Time LSRC/ASRC Facility Check (Non DS0, Non DS1, & Non DS3)		100		NA		NA		NA		NA	1
OR-2 - Reject Timeliness (ASRs + LSRs)												
OR-2-04-3200	% On Time LSR Reject No Facility Check		100		NA		100		100		100	1,3,4,5
OR-2-06-3200	% On Time LSR/ASR Reject Facility Check		100		96.3		100					
OR-2-06-3210	% On Time LSR/ASR Reject Facility Check DS0								100		NA	4
OR-2-06-3211	% On Time LSR/ASR Reject Facility Check DS1								100		100	
OR-2-06-3213	% On Time LSR/ASR Reject Facility Check DS3								100		100	4,5
OR-2-06-3214	% On Time LSR/ASR Reject Facility Check (Non DS0, DS1, & DS3)								NA		NA	
Special Services - FAX/MAIL Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-08-3210	% On Time ASRC No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-10-3210	% On Time ASRC Facility Check DS0 (UNE EELs ordered via ASR)								NA		NA	
OR-1-10-3211	% On Time ASRC Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-10-3213	% On Time ASRC Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-10-3214	% On Time ASRC Facility Check (Non DS0, Non DS1, & Non DS3)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-08-3200	% On Time ASR Reject No Facility Check		NA		NA		NA		NA		NA	
OR-2-10-3200	% On Time ASR Reject Facility Check		NA		NA		NA		NA		NA	
UNE (Provisioning) - POTS/Special Services												
POTS - Provisioning												
PR-3 - Completed within X Days												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Dispatch) - Platform	88.94	92.18	89.02	98.49	75.51	97.3	79.33	90.16	87.96	80.56	

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-3-06-3113	% Completed in 3 Days (1-5 Lines - Dispatch) - Loop New	94.95	77.78	90.58	81.82	94.99	50	93.04	66.67	89.08	80	5
PR-3-06-3140	% Completed in 3 Days (1-5 Lines - Dispatch) - Platform	94.95	75	90.58	100	94.99	100	93.04	100	89.08	85.71	1,2,3,4,5
PR-3-08-3111	% Completed in 5 Days (1-5 Lines - No Dispatch) - Hot Cut Loop		98.88		99.12		100		100		100	
PR-3-09-3113	% Completed in 5 Days (1-5 Lines - Dispatch) - Loop New	97.19	100	97.12	100	98.28	100	96.76	100	95.81	100	5
PR-3-09-3140	% Completed in 5 Days (1-5 Lines - Dispatch) - Platform	97.19	75	97.12	100	98.28	100	96.76	100	95.81	100	1,2,3,4,5
PR-4 - Missed Appointments												
PR-4-02-3100	Average Delay Days - Total	5.43	10.67	4.96	49.67	3.71	1	4.23	2	5.32	2	1,2,3,4,5
PR-4-03-3100	% Missed Appt. - Customer		3.61		6.28		10.07		3.9		8.13	
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	5.44	1.94	4.39	1.09	4.17	0.63	4.01	0.65	5.67	0	
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	5.44	6.25	4.39	8.33	4.17	0	4.01	0	5.67	5	
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	0	0	0	0	0.01	0	0	0	0.01	0	
PR-5 - Facility Missed Orders												
PR-6 - Installation Quality												
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	2.62	2.54	3.19	1.36	2.88	1.79	3.78	2.21	4.57	2.02	
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	2.62	0.67	3.19	0	2.88	3.03	3.78	0.39	4.57	0.48	
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop		2.01		2.22		2.16		2.62		2.28	
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Platform		1.51		0.36		2.02		0.39		0.48	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
PR-9 - Hot Cuts Loops												
PR-9-01-3520	% On Time Performance – Hot Cut		98.94		97.84		98.65		98.47		99.59	
POTS & Complex Aggregate												
2-Wire Digital Services												
PR-4 - Missed Appointments												
PR-4-02-3341	Average Delay Days – Total	6	NA	NA	NA	NA	NA	NA	NA	NA	NA	
PR-4-03-3341	% Missed Appointment – Customer		6.25		5		5.26		6.9		12.5	
PR-4-04-3341	% Missed Appointment – Verizon – Dispatch	6.25	0	0	0	0	0	0	0	0	0	
PR-4-05-3341	% Missed Appointment – Verizon – No Dispatch	0	0	0	NA	0	NA	0	0	0	NA	1,4
PR-6 - Installation Quality												
PR-6-01-3341	% Install. Troubles Reported within 30 Days	4.05	12.5	4.23	17.5	4.23	5	3.98	6.06	5.24	6.9	
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		18.75		30		35		21.21		6.9	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
2-Wire xDSL Loops												
PR-4 - Missed Appointments												
PR-4-02-3342	Average Delay Days – Total	NA	NA	10.67	NA	5	NA	NA	4	1	2	4,5
PR-4-03-3342	% Missed Appointment – Customer		5.06		6.74		11.11		1.69		1.15	
PR-4-04-3342	% Missed Appointment – Verizon – Dispatch		0		0		0		0		1.16	
PR-4-14-3342	% Completed On Time (with Serial Number)		98.63		96.97		95.95		98.36		98.88	
PR-6 - Installation Quality												
PR-6-01-3342	% Install. Troubles Reported within 30 Days	4.05	4.94	4.23	4.49	4.23	6.94	3.98	1.61	5.24	5.56	

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		4.94		4.49		4.17		9.68		8.89	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
2-Wire xDSL Line Sharing												
PR-3 - Completed within X Days												
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	99.85	100	100	100	99.7	100	100	100	99.58	94.12	
PR-4 - Missed Appointments												
PR-4-02-3343	Average Delay Days – Total	1	1	1.75	NA	2.25	NA	NA	NA	2.14	17	1,5
PR-4-03-3343	% Missed Appointment – Customer		0		0		0		0		0	
PR-4-04-3343	% Missed Appointment – Verizon – Dispatch	0	25	0	0	1.96	0	0	0	3.92	33.33	1,2,3,4,5
PR-4-05-3343	% Missed Appointment – Verizon – No Dispatch	0.32	0	0.22	0	0.22	0	0	0	0.53	0	
PR-6 - Installation Quality												
PR-6-01-3343	% Install. Troubles Reported within 30 Days	0.4	0	0.51	0	0.63	0	0.23	0	0.5	4.35	
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		13.64		5.71		0		0		4.35	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
2-Wire xDSL Line Splitting												
PR-4 - Missed Appointments												
PR-4-04-3345	% Missed Appointment – Verizon – Dispatch	0	NA	0	NA	1.96	NA	0	NA	3.92	NA	
PR-4-05-3345	% Missed Appointment – Verizon – No Dispatch	0.32	NA	0.22	NA	0.22	NA	0	NA	0.53	NA	
PR-5 - Facility Missed Orders												

NEW HAMPSHIRE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-5-01-3345	% Missed Appointment - Verizon Facilities	1.82	NA	3.13	NA	1.89	NA	0	NA	0	NA	
PR-6 - Installation Quality												
PR-6-01-3345	% Install. Troubles Reported within 30 Days	0.4	NA	0.51	NA	0.63	NA	0.23	NA	0.5	NA	
PR-6-03-3345	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		NA		NA		NA		NA		NA	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3345	Open Orders in a Hold Status > 30 Days	0	NA	0	NA	0	NA	0	NA	0	NA	
Special Services - Provisioning												
PR-4 - Missed Appointments												
PR-4-01-3210	% Missed Appointment - Verizon - DS0	0	NA	7.14	NA	10	NA	0	NA	4.17	NA	
PR-4-01-3211	% Missed Appointment - Verizon - DS1	11.11	15.56	16.67	9.62	14.89	5.26	19.57	20.69	10.53	22.86	
PR-4-01-3213	% Missed Appointment - Verizon - DS3	NA	0	100	NA	NA	NA	50	NA	100	NA	1
PR-4-01-3214	% Missed Appointment - Verizon - Special Other	14.29	NA	0	NA	0	NA	0	NA	0	NA	
PR-4-01-3510	% Missed Appointment - Verizon - Total - EEL	11.11	50	16.67	33.33	14.89	0	19.57	100	10.53	NA	1,2,3,4
PR-4-01-3530	% Missed Appointment - Verizon - Total - IOF	NA	0	100	22.22	NA	4	50	40	100	12.5	4,5
PR-4-02-3200	Average Delay Days - Total	6.67	4.86	16.2	4	5	6.5	10.8	1.83	9.25	7.25	1,2,3,4,5
PR-4-02-3510	Average Delay Days - Total - EEL	8	23	21.33	49	5	NA	9.78	2	3	NA	1,2,4
PR-4-02-3530	Average Delay Days - Total - IOF	NA	NA	2	21	NA	18	20	15	30	18	2,3,4,5
PR-4-03-3200	% Missed Appointment - Customer		51.56		47.54		68.25		29.41		44.19	
PR-4-03-3510	% Missed Appointment - Customer - EEL		50		33.33		100		0		NA	2,3,4
PR-4-03-3530	% Missed Appointment - Customer - IOF								60		62.5	4,5
PR-4-08-3200	% Missed Appt. - Customer - Late Order Conf.		0		0		0		0		0	
PR-6 - Installation Quality												
PR-6-01-3200	% Installation Troubles reported within 30 Days	2.48	10.29	10.87	6.25	10.48	3.03	9.84	11.43	10.2	2.33	

NEW HAMPSHIRE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-6-03-3200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		0		0		0		0		0	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3200	Open Orders in a Hold Status > 30 Days	5.88	0	0	0	0	0	0	0	0	0	
PR-8-02-3200	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
UNE (Maintenance) - POTS/Special Services												
Maintenance - POTS Loop												
MR-2 - Trouble Report Rate												
MR-2-02-3550	Network Trouble Report Rate – Loop	0.57	0.24	0.8	0.35	0.89	0.43	0.99	0.5	1.32	0.47	
MR-2-03-3550	Network Trouble Report Rate – Central Office	0.05	0.06	0.06	0.08	0.07	0.09	0.07	0.05	0.07	0.06	
MR-2-04-3550	% Subsequent Reports		45.34		44.35		47.2		42.05		45.92	
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate		0.36		0.45		0.44		0.39		0.41	
MR-3 - Missed Repair Appointments												
MR-3-01-3550	% Missed Repair Appointment – Loop	7.81	1.41	7.91	0.95	15.36	3.17	9.76	1.33	15.09	0	
MR-3-02-3550	% Missed Repair Appointment – Central Office	6.12	0	6.31	0	4.85	4	3.19	15.38	9.83	NA	4
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment		4.76		3.73		3.91		3.45		3.97	
MR-4 - Trouble Duration Intervals												
MR-4-01-3550	Mean Time To Repair – Total	18.41	11.69	16.65	11.67	21.57	14.35	19.01	11.88	23.28	11.13	
MR-4-02-3550	Mean Time To Repair – Loop Trouble	19.6	12.97	17.49	12.41	22.89	15.18	20.03	12.09	24.04	11.12	
MR-4-03-3550	Mean Time To Repair – Central Office Trouble	6.11	6.36	5.86	8.31	5.44	10.16	4.86	8.76	7.72	4.05	
MR-5 - Repeat Trouble Reports												
MR-5-01-3550	% Repeat Reports within 30 Days	13.3	11.36	12.63	17.19	12.6	14.57	13.47	17.07	14.8	13.84	
Maintenance - POTS Platform												
MR-2 - Trouble Report Rate												
MR-2-02-3140	Network Trouble Report Rate – Platform	0.57	0.25	0.8	0.32	0.89	0.56	0.99	0.45	1.32	0.55	
MR-2-03-3140	Network Trouble Report Rate – Central Office	0.05	0.08	0.06	0.02	0.07	0.18	0.07	0.05	0.07	0	

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-2-04-3140	% Subsequent Reports		7.14		6.67		6.45		4.55		14.29	
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate		0.53		0.45		0.48		0.57		0.6	
MR-3 - Missed Repair Appointments												
MR-3-01-3144	% Missed Repair Appointment – Platform Bus.	10.28	11.11	9.13	0	19.8	10.53	12.42	6.25	22	4.76	
MR-3-01-3145	% Missed Repair Appointment – Platform Res.	7.4	0	7.74	0	14.64	0	9.37	0	14.05	33.33	1,2,3,4,5
MR-3-02-3144	% Missed Repair Appointment – Central Office Bus.	9.38	0	9.09	0	4.72	0	4.93	0	15.79	NA	1,2,3,4
MR-3-02-3145	% Missed Repair Appointment – Central Office Res.	5.07	NA	5.39	NA	4.9	NA	2.51	NA	7.85	NA	
MR-4 - Trouble Duration Intervals												
MR-4-01-3140	Mean Time To Repair – Total	18.41	8.85	16.65	9.79	21.57	9.56	19.01	10.6	23.28	14.96	
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	74	84.62	77.77	100	65.17	89.66	71.65	95.24	62.54	87.5	
MR-4-06-3140	% Out of Service > 4 Hours	78.48	55.56	77.91	50	82.36	52.17	81.33	60	85.72	60	
MR-4-07-3140	% Out of Service > 12 Hours	57.15	33.33	51.32	50	64.59	26.09	60.25	33.33	65.14	45	
MR-5 - Repeat Trouble Reports												
MR-5-01-3140	% Repeat Reports within 30 Days	13.3	15.38	12.63	14.29	12.6	6.9	13.47	14.29	14.8	16.67	
2-Wire Digital Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3341	Network Trouble Report Rate - Loop	0.57	0.79	0.8	1.79	0.89	0.76	0.9831	0.62	1.32	0.98	
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.06	0.26	0.06	0.38	0.07	0.25	0.0721	0.25	0.07	0.25	
MR-2-04-3341	% Subsequent Reports		20		10.53		11.11		22.22		28.57	
MR-3 - Missed Repair Appointments												
MR-3-01-3341	% Missed Repair Appointment – Loop	7.84	0	7.93	0	15.39	0	9.8	0	15.13	0	1,3,4,5
MR-3-02-3341	% Missed Repair Appointment – Central Office	6.42	0	6.59	0	5.29	0	3.51	0	10.15	0	1,2,3,4,5
MR-4 - Trouble Duration Intervals												
MR-4-01-3341	Mean Time To Repair - Total	18.36	9.47	16.64	7	21.55	5.42	19	11.45	23.27	6.32	1,3,4
MR-4-02-3341	Mean Time To Repair - Loop Trouble	19.56	10.83	17.49	7.43	22.88	5.9	20.04	11.25	24.04	7.53	1,3,4,5

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	6.25	5.39	6.02	4.95	5.72	3.99	4.87	11.93	7.91	1.47	1,2,3,4,5
MR-4-07-3341	% Out of Service > 12 Hours	57.01	33.33	51.26	23.08	64.51	14.29	60.18	33.33	65.15	14.29	1,3,4,5
MR-4-08-3341	% Out of Service > 24 Hours	26.5	0	21.7	0	34.6	0	28.4	0	36.54	0	1,3,4,5
MR-5 - Repeat Trouble Reports												
MR-5-01-3341	% Repeat Reports within 30 Days	13.39	12.5	12.65	11.76	12.64	12.5	13.43	28.57	14.79	40	1,3,4
2-Wire xDSL Loops - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3342	Network Trouble Report Rate - Loop	0.57	0.38	0.8	0.42	0.89	0.47	0.9831	0.56	1.32	0.47	
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.06	0	0.06	0.05	0.07	0	0.0721	0	0.07	0.05	
MR-3 - Missed Repair Appointments												
MR-3-01-3342	% Missed Repair Appointment - Loop	7.84	0	7.93	8.33	15.39	0	9.8	0	15.13	0	
MR-3-02-3342	% Missed Repair Appointment - Central Office	6.42	0	6.59	100	5.29	0	3.51	NA	10.15	0	1,2,3,5
MR-4 - Trouble Duration Intervals												
MR-4-02-3342	Mean Time To Repair - Loop Trouble	19.56	15.06	17.49	11.47	22.88	13.35	20.04	12.05	24.04	10.53	
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	6.25	2.01	6.02	67.27	5.72	6.07	4.87	NA	7.91	1.33	1,2,3,5
MR-4-07-3342	% Out of Service > 12 Hours	57.01	57.14	51.26	33.33	64.51	27.27	60.18	50	65.15	28.57	1,4
MR-4-08-3342	% Out of Service > 24 Hours	26.5	0	21.7	11.11	34.6	27.27	28.4	0	36.54	0	1,4
MR-5 - Repeat Trouble Reports												
MR-5-01-3342	% Repeat Reports within 30 Days	13.39	9.09	12.65	30.77	12.64	0	13.43	0	14.79	20	
2-Wire xDSL Line Sharing - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3343	Network Trouble Report Rate - Loop	0.08	0	0.13	0	0.29	0.42	0.15	0.4	0.39	0.39	
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.01	0	0.05	0	0.02	0	0.02	0	0.03	0	
MR-3 - Missed Repair Appointments												
MR-3-01-3343	% Missed Repair Appointment - Loop	0	NA	18.18	NA	11.11	0	20	0	17.07	0	3,4,5

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-3-02-3343	% Missed Repair Appointment – Central Office	20	NA	22.22	NA	16.67	NA	0	NA	0	0	5
MR-4 - Trouble Duration Intervals												
MR-4-02-3343	Mean Time To Repair - Loop Trouble	15.19	NA	21.44	NA	18.97	27	26.14	23.13	21.95	26.42	3,4,5
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	27.18	NA	10.94	NA	12.45	NA	13.46	NA	9.41	3.67	5
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	83.33	NA	75	NA	72.73	0	64.71	100	75	50	3,4,5
MR-4-07-3343	% Out of Service > 12 Hours	75	NA	55	NA	59.38	NA	75	NA	69.05	50	5
MR-4-08-3343	% Out of Service > 24 Hours	16.67	NA	25	NA	25	NA	37.5	NA	26.19	50	5
MR-5 - Repeat Trouble Reports												
MR-5-01-3343	% Repeat Reports within 30 Days	58.33	NA	60	NA	57.58	100	70.59	0	50	50	3,4,5
2-Wire xDSL Line Splitting - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3345	Network Trouble Report Rate - Loop	0.08	NA	0.13	NA	0.29	NA	0.15	NA	0.39	NA	
MR-2-03-3345	Network Trouble Report Rate - Central Office	0.01	NA	0.05	NA	0.02	NA	0.02	NA	0.03	NA	
MR-2-04-3345	% Subsequent Reports		NA		NA		NA		NA		NA	
MR-2-05-3345	% CPE/TOK/FOK Trouble Report Rate		NA		NA		NA		NA		NA	
MR-3 - Missed Repair Appointments												
MR-3-01-3345	% Missed Repair Appointment – Loop	0	NA	18.18	NA	11.11	NA	20	NA	17.07	NA	
MR-3-02-3345	% Missed Repair Appointment – Central Office	20	NA	22.22	NA	16.67	NA	0	NA	0	NA	
MR-3-03-3345	%CPE/TOK/FOK - Missed Appointment		NA		NA		NA		NA		NA	
MR-4 - Trouble Duration Intervals												
MR-4-02-3345	Mean Time To Repair - Loop Trouble	15.19	NA	21.44	NA	18.97	NA	26.14	NA	21.95	NA	
MR-4-03-3345	Mean Time To Repair - Central Office Trouble	27.18	NA	10.94	NA	12.45	NA	13.46	NA	9.41	NA	
MR-5 - Repeat Trouble Reports												
MR-5-01-3345	% Repeat Reports within 30 Days	58.33	NA	60	NA	57.58	NA	70.59	NA	50	NA	
Special Services - Maintenance												
MR-2 - Trouble Report Rate												

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-2-01-3200	Network Trouble Report Rate	0.16	1.61	0.21	2.51	0.32	3.08	0.31	2.71	0.36	1.86	
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate		1.13		1.95		1.54		1.84		2.33	
MR-4 - Trouble Duration Intervals												
MR-4-01-3216	Mean Time To Repair – Total - Non DS0 & DS0	5.7	NA	5.08	NA	4.52	NA	6.43	NA	6.64	NA	
MR-4-01-3217	Mean Time To Repair – Total - DS1 & DS3	5.25	5.58	5.84	5.57	7.69	6.91	6.37	7.21	5.89	7.56	
MR-5 - Repeat Trouble Reports												
MR-5-01-3200	% Repeat Reports within 30 Days	29.59	29.41	15.87	22.22	17.61	18.75	21.79	7.14	29.76	15	
Trunks (Aggregate) - POTS/Special Services												
ORDERING												
OR 1 - Order Confirmation Timeliness												
OR-1-12-5020	% On Time FOC (<= 192 Forecasted Trunks)		NA		100		NA		100		100	2,4,5
OR-1-12-5030	% On Time FOC (> 192 and Unforecasted Trunks)		100		100		100		26.67		100	1,5
OR-1-13-5020	% On Time Design Layout Record (DLR)		100		100		100		100		NA	1,2,3,4
OR-1-19-5020	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted Trunks)		100		100		100		100		NA	1,2,3,4
OR-1-19-5030	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted Trunks)		NA		NA		100		NA		NA	3
OR-2 - Reject Timeliness												
OR-2-12-5000	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)		NA		NA		NA		50		NA	4
PROVISIONING												
PR-1 - Average Interval Offered												
PR-1-09-5020	Av. Interval Offered – Total (<= 192 Forecasted Trunks)	17	NA	22.25	18	NA	NA	14.5	11	NA	24	2,4,5

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-1-09-5030	Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	12	9	21.2	16	19.2	23.83	30.67	NA	23.31	17	1,2,3,5
PR-4 - Missed Appointment												
PR-4-01-5000	% Missed Appointment – Verizon – Total	0	0	0	0	0	0					
PR-4-02-5000	Average Delay Days - Total	NA	NA	NA	NA	NA	NA		NA		NA	
PR-4-03-5000	% Missed Appointment – Customer		34.62		7.14		61.19		31.82		16.67	
PR-4-07-3540	% On Time Performance – LNP Only		99.82		99.73		99.81		99.49		100	
PR-4-15-5000	% On Time Provisioning – Trunks								100		100	
PR-5 - Facility Missed Orders												
PR-5-01-5000	% Missed Appointment – Verizon – Facilities	0	0	0	0	0	0	0	0	0	0	
PR-5-02-5000	% Orders Held for Facilities > 15 Days	0	0	0	0	0	0	0	0	0	0	
PR-5-03-5000	% Orders Held for Facilities > 60 Days	0	0	0	0	0	0	0	0	0	0	
PR-6 - Installation Quality												
PR-6-01-5000	% Installation Troubles reported within 30 Days	0	0	0	0	0	0	0	0	0.07	0	
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE		0		0		0		0		0	
MAINTENANCE												
MR-2 - Trouble Report Rate												
MR-2-01-5000	Network Trouble Report Rate	0	0	0	0	0	0	0	0	0	0	
MR-4 - Trouble Duration Intervals												
MR-4-01-5000	Mean Time To Repair – Total	1.52	1.6	NA	1.53	NA	0.47	NA	NA	5.48	NA	1,2,3
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	100	100	NA	100	NA	100	NA	NA	100	NA	1,2,3
MR-4-05-5000	% Out of Service > 2 Hours	0	0	NA	0	NA	0	NA	NA	100	NA	1,2,3
MR-4-06-5000	% Out of Service > 4 Hours	0	0	NA	0	NA	0	NA	NA	100	NA	1,2,3
MR-4-07-5000	% Out of Service > 12 Hours	0	0	NA	0	NA	0	NA	NA	0	NA	1,2,3
MR-4-08-5000	% Out of Service > 24 Hours	0	0	NA	0	NA	0	NA	NA	0	NA	1,2,3
MR-5 - Repeat Trouble Report Rates												
MR-5-01-5000	% Repeat Reports within 30 Days	50	0	NA	0	NA	0	NA	NA	0	NA	1,2,3

NEW HAMPSHIRE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
NETWORK PERFORMANCE												
NP-1 - Percent Final Trunk Group Blockage												
NP-1-02-5000	% FTG Exceeding Blocking Std. -(No Exceptions)	0	0	0	0	2.04	3.13	0	3.33	0	0	
NP-1-03-5000	Number FTG Exceeding Blocking Std. – 2 Months		0		0		0		0		0	
NP-1-04-5000	Number FTG Exceeding Blocking Std. – 3 Months		0		0		0		0		0	
NP-2 - Collocation Performance - New												
NP-2-01-6701	% On Time Response to Request for Physical Collocation		100		NA		NA		NA		100	1
NP-2-02-6701	% On Time Response to Request for Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-03-6701	Average Interval – Physical Collocation		70		NA		76		NA		76	
NP-2-04-6701	Average Interval – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-05-6701	% On Time – Physical Collocation		100		NA		100		NA		100	1,3,5
NP-2-06-6701	% On Time – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-07-6701	Average Delay Days – Physical Collocation		NA		NA		NA		NA		NA	
NP-2-08-6701	Average Delay Days – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2 - Collocation Performance - Augment												
NP-2-01-6702	% On Time Response to Request for Physical Collocation		100		NA		100		100		100	1,3,4,5
NP-2-02-6702	% On Time Response to Request for Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-03-6702	Average Interval – Physical Collocation - 76 Days		64		58		58.33		NA		NA	
NP-2-03-6712	Average Interval – Physical Collocation - 45 Days		NA		NA		NA		NA		NA	
NP-2-04-6702	Average Interval – Virtual Collocation		NA		NA		NA		NA		NA	

NEW HAMPSHIRE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
NP-2-05-6702	% On Time – Physical Collocation - 76 Days		100		100		100		NA		NA	1,2,3
NP-2-05-6712	% On Time – Physical Collocation - 45 Days		NA		NA		NA		NA		NA	
NP-2-06-6702	% On Time – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-07-6702	Average Delay Days – Physical Collocation		NA		NA		NA		NA		NA	
NP-2-08-6702	Average Delay Days – Virtual Collocation		NA		NA		NA		NA		NA	

Abbreviations: NA = No Activity.

UD = Under Development.

NEF = No Existing Functionality

blank cell = No data provided.

VZ = Verizon retail analog. If no data was provided, the metric may have a benchmark.

Notes: 1 = Sample Size under 10 for February.

2 = Sample Size under 10 for March.

3 = Sample Size under 10 for April.

4 = Sample Size under 10 for May.

5 = Sample Size under 10 for June.

Appendix C

Massachusetts Performance Metrics

All data included here are taken from the Massachusetts Carrier-to-Carrier Reports. This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics nor that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided, there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.

PERFORMANCE METRICS CATEGORIES

Metric Number	Metric Name
Preorder and OSS Availability:	
OR-1-02	% On Time LSRC - Flow Through
OR-1-04	% On Time LSRC (Electronic - No Flow Through)
OR-1-06	% On Time LSRC (Electronic - No Flow Through)
OR-1-08	% On Time LSRC (Fax)
OR-1-10	% On Time LSRC Lines (Fax)
OR-1-12	% On Time FOC <= 192 Forecasted Trunks
OR-1-13	% On Time Design Layout Record (DLR)
OR-1-19	% On Time Resp. - Request for Inbound Augment Trunks
PO-1-01	Average Response Time - Customer Service Record
PO-1-02	Average Response Time - Due Date Availability
PO-1-03	Average Response Time - Address Validation
PO-1-04	Average Response Time - Product and Service Availability
PO-1-05	Average Response Time - Telephone Number Availability and Reservation
PO-1-06	Average Response Time - Facility Availability - (ADSL Loop Qualification)
PO-1-07	Average Response Time - Rejected Query
PO-1-08	% Timeouts
PO-1-09	Parsed CSR
PO-2-02	OSS Interface Availability - Prime Time - EDI - Pre-Ordering
PO-2-03	OSS Interface Availability - Non-Prime Time - Electronic Bonding - Maintenance
PO-4-01	% Change Management Notices sent on Time
PO-5-01	Average Notice of Interface Outage
PO-6-01	Software Validation
PO-7-01	% Software Problem Res. Timeliness
PO-7-02	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround

Metric Number	Metric Name
Ordering:	
OR-2-02	% On Time LSR Reject - Flow Through
OR-2-04	% On Time LSR Reject (Electronic - No Flow Through)
OR-2-06	% On Time LSR Reject (Electronic - No Flow Through)
OR-2-08	% On Time LSR Reject (Fax)
OR-2-10	% On Time LSR Reject (Fax)
OR-2-12	% On Time Trunk ASR Reject <= 192 Forecasted Trunks
OR-3-01	% Rejects
OR-3-02	% Resubmission Not Rejected
OR-4-11	% Completed orders with neither a PCN nor BCN sent
OR-4-16	% Provisioning Completion Notifiers sent within one (1) Business Day
OR-4-17	% Billing Completion Notifier sent within two (2) Business Days
OR-5-01	% Flow Through - Total
OR-5-03	% Flow Through Achieved
OR-6-01	% Accuracy - Orders
OR-6-03	% Accuracy - Local Service Confirmation
OR-7-01	% Order Confirmations/Rejects Sent Within 3 Business Days
Provisioning:	
PR-1-09	Average Interval Offered - Total
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)
PR-4-01	% Missed Appt. - VZ - Total
PR-4-02	Average Delay Days - Total
PR-4-03	% Missed Appt. - Customer
PR-4-04	% Missed Appt. - VZ - Dispatch

PERFORMANCE METRICS CATEGORIES

Metric Number	Metric Name
PO-7-03	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A
PO-8-01	% On Time - Manual Loop Qualification
PO-8-02	% On Time - Engineering Record Request
MR-1-01	Average Response Time - Create Trouble - Electronic Bonding
MR-1-02	Average Response Time - Status Trouble - Electronic Bonding
MR-1-03	Average Response Time - Modify Trouble - Electronic Bonding
MR-1-04	Average Response Time - Request Cancellation of Trouble - Electronic Bonding
MR-1-05	Average Response Time - Trouble Report History (by TN/Circuit) - Electronic Bonding
MR-1-06	Average Response Time - Test Trouble (POTS Only) - Electronic Bonding
<i>Change Management, Billing, OS/DA, Interconnection and Collocation:</i>	
BI-1-02	% DUF in 4 Business Days
BI-2-01	Timeliness of Carrier Bill - Paper Bills
BI-3-04	% CLEC Billing Claims Acknowledged within 2 Business Days
BI-3-05	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment
NP-2-01	% On Time Response to Request for Physical Collocation
NP-2-02	% On Time Response to Request for Virtual Collocation
NP-2-03	Average Interval - Physical Collocation
NP-2-04	Average Interval - Virtual Collocation
NP-2-05	% On Time - Physical Collocation

Metric Number	Metric Name
PR-4-05	% Missed Appt. - VZ - No Dispatch
PR-4-07	% On Time Performance - LNP
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation
PR-4-14	% Completed on Time
PR-5-03	% Orders Held for Facilities > 60 Days
PR-6-01	% Installation Troubles reported within 30 Days
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE
PR-8-01	% Open Orders in a Hold Status > 30 Days
PR-8-02	% Open Orders in a Hold Status > 90 Days
PR-9-01	% On Time Performance - Hot Cuts - Loop
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)
PR-5-01	% Missed Appointment - Verizon - Facilities
PR-5-02	% Orders Held for Facilities > 15 Days
<i>Maintenance and Repair:</i>	
MR-2-01	Network Trouble Report Rate
MR-2-02	Network Trouble Report Rate - Loop
MR-2-03	Network Trouble Report Rate - Central Office
MR-2-04	% Subsequent Reports

PERFORMANCE METRICS CATEGORIES

Metric Number	Metric Name
NP-2-06	% On Time – Virtual Collocation
NP-2-07	Average Delay Days – Physical Collocation
NP-2-08	Average Delay Days – Virtual Collocation
NP-1-02	% FTG Exceeding Blocking Standard (No Exceptions) - Final Trunks
NP-1-03	Number Dedicated FTG Exceeding Blocking Standard – 2 Months
NP-1-04	Number Dedicated FTG Exceeding Blocking Standard – 3 Months

Metric Number	Metric Name
MR-2-05	% CPE/TOK/FOK Trouble Report Rate
MR-3-01	% Missed Repair Appointment – Loop
MR-3-02	% Missed Repair Appointment – Central Office
MR-3-03	% Missed Repair Appointment — CPE /TOK/FOK
MR-4-01	Mean Time To Repair – Total
MR-4-02	Mean Time to Repair - Loop Trouble
MR-4-03	Mean Time To Repair – Central Office Trouble
MR-4-04	% Cleared (all troubles) within 24 Hours
MR-4-05	% Out of Service > 2 Hours
MR-4-06	% Out of Service > 4 hours
MR-4-07	% Out of Service > 12 hours
MR-4-08	% Out of Service > 24 Hours
MR-5-01	% Repeat Reports within 30 Days

MASSACHUSETTS PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OSS & BILLING (Pre-Ordering) - POTS/Special Services												
PRE-ORDERING												
PO-1 - Response Time OSS Pre-Ordering Interface												
PO-1-01-6020	Customer Service Record - EDI	1.3	2.81	1.32	3.08	1.34	3.47	1.29	3.08	0.76	2.77	
PO-1-01-6030	Customer Service Record - CORBA	1.3	0.8	1.32	1.32	1.34	0.96	1.29	0.78	0.76	0.98	
PO-1-01-6050	Customer Service Record - Web GUI	1.3	2.45	1.32	2.53	1.34	2.4	1.29	3.2	0.76	2.56	
PO-1-02-6020	Due Date Availability - EDI	0.06	2.31	0.07	2.27	0.07	2.58	0.1	2.68	0.06	2.48	
PO-1-02-6030	Due Date Availability - CORBA	0.06	0.57	0.07	0.59	0.07	0.6	0.1	0.74	0.06	0.58	1
PO-1-02-6050	Due Date Availability - Web GUI	0.06	2.15	0.07	2.17	0.07	2.14	0.1	2.62	0.06	2.23	
PO-1-03-6020	Address Validation - EDI	3.96	4.95	3.98	5.21	4.67	5.08	4.92	5.22	4.4	5.97	
PO-1-03-6030	Address Validation - CORBA	3.96	2.57	3.98	2.74	4.67	2.76	4.92	2.76	4.4	2.65	
PO-1-03-6050	Address Validation - Web GUI	3.96	5.18	3.98	5.16	4.67	5.4	4.92	5.75	4.4	5.33	
PO-1-04-6020	Product & Service Availability - EDI	8.44	NA	8.53	NA	9.26	6.27	10.69	NA	8.8	NA	3
PO-1-04-6030	Product & Service Availability - CORBA	8.44	NA	8.53	NA	9.26	NA	10.69	NA	8.8	NA	
PO-1-04-6050	Product & Service Availability - Web GUI	8.44	5.38	8.53	6.28	9.26	5.89	10.69	6.39	8.8	6.81	
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	4.78	6.5	4.77	7.68	5.6	8.06	6.06	7.22	5.37	4.9	
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	4.78	3.95	4.77	4.46	5.6	4.95	6.06	4.19	5.37	4.38	
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	4.78	5.82	4.77	5.99	5.6	7.04	6.06	7	5.37	6.15	
PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - DSL - EDI	4.35	3.72	8.18	3.94	8.02	4.07	7.67	4.87	13.74	4.63	
PO-1-06-6030	Average Response Time - Mechanized Loop Qualification - DSL - CORBA	4.35	1.9	8.18	NA	8.02	NA	7.67	NA	13.74	NA	
PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - DSL - Web GUI	4.35	4	8.18	4.07	8.02	4.18	7.67	4.65	13.74	3.91	
PO-1-07-6020	Rejected Query - EDI	0.04	2.26	0.04	2.3	0.03	2.44	0.03	2.48	0.04	2.4	
PO-1-07-6030	Rejected Query - CORBA	0.04	0.58	0.04	0.57	0.03	0.59	0.03	0.59	0.04	0.58	
PO-1-07-6050	Rejected Query - Web GUI	0.04	2.87	0.04	2.75	0.03	3	0.03	3.54	0.04	2.81	
PO-1-08-6020	% Timeouts - EDI		0.02		0.01		0.77		0.01		0.05	
PO-1-08-6030	% Timeouts - CORBA		0		0		0		0		0	
PO-1-08-6050	% Timeouts - Web GUI		0.04		0.08		0.02		1.81		0.04	

MASSACHUSETTS PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-1-09-6020	Parsed CSR - EDI	1.3	1.81	1.32	1.87	1.34	1.89	1.29	1.89	0.76	1.89	
PO-1-09-6030	Parsed CSR - CORBA	1.3	0.35	1.32	0.35	1.34	0.37	1.29	0.34	0.76	0.37	
PO-2 - OSS Interface Availability*												
PO-2-02-6020	OSS Interf. Avail. - Prime Time - EDI		100		100		100		100		100	
PO-2-02-6030	OSS Interf. Avail. - Prime Time - CORBA		100		100		100		100		100	
PO-2-02-6040	OSS Interf. Avail. - Prime Time - Maint. Web GUI (RETAS)											
PO-2-02-6050	OSS Interf. Avail. - Prime Time - Pre-order/Order WEB GUI											
PO-2-02-6060	OSS Interf. Avail. - Prime Time - Electronic Bonding		100		100		100		100		100	
PO-2-02-6080	OSS Interf. Avail. - Prime Time - Maint./Web GUI/Pre-Order/Ordering WEB GUI		99.84		99.69		99.87		100		99.75	1,2,3,5
PO-2-03-6020	OSS Interf. Avail. - Non-Prime - EDI		99.73		99.2		99.54		99.51		99.26	1,2,3,4,5
PO-2-03-6030	OSS Interf. Avail. - Non-Prime - CORBA		99.83		99.78		99.92		99.84		99.8	1,2,3,4,5
PO-2-03-6040	OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS)		99.08		99.78		97.85					1,2,3
PO-2-03-6050	OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI		99.08		99.78		97.85					1,2,3
PO-2-03-6060	OSS Interf. Avail. - Non-Prime - Electronic Bonding		100		100		100		100		100	
PO-2-03-6080	OSS Interf. Avail. - Non-Prime - Maint Web GUI/PreOrder/Ordering WEB GUI								98.98		99.89	4,5
PO-5 - Average Notification of Interface Outage												
PO-5-01-2000	Average Notice of Interface Outage*		15		15		NA		NA		20	1,2,5
PO-6 - Software Validation												
PO-6-01-2000	Software Validation		0		R3		R3		R3		0	
PO-7 - Software Problem Resolution Timeliness												
PO-7-01-2000	% Software Problem Res. Timeliness**		NA		NA		NA		R3		NA	
PO-7-02-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround**		NA		NA		NA		NA		NA	
PO-7-03-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround**		NA		NA		NA		NA		NA	

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MASSACHUSETTS PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A***		NA		NA		NA		NA		NA	
PO-8 - Manual Loop Qualification												
PO-8-01-2000	% On Time - Manual Loop Qualification		100		100		90		100		NA	1,2,4
PO-8-02-2000	% On Time - Engineering Record Request		NA		NA		NA		NA		NA	
Change Notification*												
PO-4 - Timeliness of Change Management Notice												
PO-4-01-6660	% Notices Sent on Time - Industry Standard, Verizon Orig. & CLEC Orig.		100		NA		100		NA		100	1,5
PO-4-01-6671	% Notices Sent on Time - Emergency Maint. & Regulatory		100		100		100		100		100	1,2,5
Change Confirmation*												
PO-4 - Timeliness of Change Management Notice												
PO-4-01-6622	% Notices Sent on Time - Regulatory		NA		NA		NA		100		NA	
PO-4-01-6662	% Notices Sent on Time - Ind. Std., Verizon Orig. & CLEC Orig.		NA		NA		NA		100		100	5
TROUBLE REPORTING (OSS)												
MR-1 - Response Time OSS Maintenance Interface												
MR-1-01-2000	Create Trouble	7.75	3.54	8.11	3.47	8.74	3.55	8.61	3.61	8.39	3.49	
MR-1-02-2000	Status Trouble	4.65	3.42	4.63	5.14	4.35	4.6	4.19	3.18	3.98	4.18	
MR-1-03-2000	Modify Trouble	7.51	NA	7.82	NA	8.34	0.38	8.35	NA	8.14	NA	3
MR-1-04-2000	Request Cancellation of Trouble	9.01	6.15	9.34	4.28	9.86	4.98	9.86	4.67	9.51	5.09	2
MR-1-05-2000	Trouble Report History (by TN/Circuit)	0.32	0.98	0.29	0.92	0.32	0.81	0.27	0.79	0.3	0.85	
MR-1-06-2000	Test Trouble (POTS Only)	55.33	45.61	54.01	45.72	54.96	42.34	53.12	45.16	53.94	48.84	
BILLING												
BI-1 - Timeliness of Daily Usage Feed												
BI-1-02-2030	% DUF in 4 Business Days		99.77		99.41		99.65		99.72		99.55	
BI-2 - Timeliness of Carrier Bill												
BI-2-01-2030	Timeliness of Carrier Bill		99.49		98.29		94.97		99.7		99.41	
BI-3 - Billing Accuracy & Claims Processing												
BI-3-04-2030	% CLEC Billing Claims Acknowledged within 2 Business Days		62.77		98.61		100		100		100	
BI-3-05-2030	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment		63.06		91.23		62.26		94.34		55.46	

MASSACHUSETTS PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
Resale (Ordering) - POTS/Special Services												
RESALE Ordering												
POTS & Pre-qualified Complex - Electronically Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-02-2320	% On Time LSRC – Flow Through		99.92		99.72		99.89		99.8		99.47	
OR-1-04-2100	% On Time LSRC No Facility Check		99.32		99.53		99.68		99.85		99.72	
OR-1-06-2320	% On Time LSRC/ASRC Facility Check		99.68		100		99.21		99.39		99.01	
OR-2 - Reject Timeliness												
OR-2-02-2320	% On Time LSR Reject – Flow Through		100		99.86		100		100		99.9	
OR-2-04-2320	% On Time LSR Reject No Facility Check		98.53		99.54		99.93		99.84		100	
OR-2-06-2320	% On Time LSR/ASR Reject Facility Check		100		100		100		100		100	
2 Wire Digital Services												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-2341	% On Time LSRC No Facility Check		98.15		100		98.59		100		100	
OR-1-06-2341	% On Time LSRC/ASRC Facility Check		100		100		100		100		100	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-2341	% On Time LSR Reject No Facility Check		100		100		100		100		100	
OR-2-06-2341	% On Time LSR/ASR Reject Facility Check		100		100		100		100		100	1,3,5
POTS / Special Services - Aggregate												
OR-3 - Percent Rejects												
OR-3-01-2000	% Rejects		29.72		31.19		30.09		29.44		30.24	
OR-3-02-2000	% Resubmission Not Rejected		NA		NA		95.38		NA		NA	
OR-4 - Timeliness of Completion Notification												
OR-4-11-2000	% Completed orders with neither a PCN nor BCN sent		UD		0.24		0.17		0.27		0.1	
OR-4-16-2000	% Provisioning Completion Notifiers sent within one (1) Business Day		UD		74.1		87.64		96.91		97.2	
OR-4-17-2000	% Billing Completion Notifier sent within two (2) Business Days		UD		95.25		95.58		93.52		96.1	
OR-5 - Percent Flow-Through												
OR-5-01-2000	% Flow Through - Total		54		50.7		49.27		54.46		50.33	

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-5-03-2000	% Flow Through Achieved		94.73		95.94		95.49		97.5		96.58	
OR-6 - Order Accuracy												
OR-6-01-2000	% Accuracy – Orders*		96.76		95.98		95.38		99.19		99.19	
OR-6-03-2000	% Accuracy – LSRC****		0.04		0.1		0.21		0.06		0.08	
OR-7 - Order Completeness												
OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days		99.5		99.63		99.64		99.67		99.38	
Special Services - Electronically Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-04-2210	% On Time LSRC No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-04-2211	% On Time LSRC No Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-04-2213	% On Time LSRC No Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-04-2214	% On Time LSRC No Facility Check (Non DS0, DS1, & DS3)		100		99.12		99.6		98.52		100	
OR-1-06-2210	% On Time LSRC/ASRC Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-06-2211	% On Time LSRC/ASRC Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-06-2213	% On Time LSRC/ASRC Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-06-2214	% On Time LSRC/ASRC Facility Check (Non DS0, DS1, & DS3)		100		100		100		100		100	
OR-2 - Reject Timeliness												
OR-2-04-2200	% On Time LSR Reject No Facility Check		100		100		99.62		100		100	
OR-2-06-2200	% On Time LSR/ASR Reject Facility Check		100		100		100		100		100	
Resale (Provisioning) - POTS/Special Services												
POTS - Provisioning - Total												
PR-4 - Missed Appointments												
PR-4-02-2100	Average Delay Days – Total	2.65	1.82	2.6	2.68	2.61	1.77	2.91	2.17	3.22	2.79	
PR-4-03-2100	% Missed Appointment – Customer		2.25		2.53		3.25		2.32		3.34	
PR-4-04-2100	% Missed Appointment – Verizon – Dispatch	4.93	3.89	5.36	3.83	5.51	4.79	5.41	3.86	5.53	5.29	

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		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-05-2100	% Missed Appointment – Verizon – No Dispatch	0.01	0	0.01	0.05	0.02	0.03	0.02	0	0.02	0.1	
PR-5 - Facility Missed Orders												
PR-6 - Installation Quality												
PR-6-01-2100	% Installation Troubles reported within 30 Days	2.89	2.06	2.75	2.17	3.14	2.42	3.63	2.41	4.16	2.64	
PR-6-03-2100	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		1.57		1.59		1.76		1.73		1.68	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2100	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-2100	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
POTS & Complex Aggregate												
2-Wire Digital Services												
PR-4 - Missed Appointments												
PR-4-02-2341	Average Delay Days – Total	3.45	1	3.3	NA	4.04	2.75	4.26	1	4.87	5.67	1,3,4,5
PR-4-03-2341	% Missed Appointment – Customer		2.13		0		5.97		2.56		5.17	
PR-4-04-2341	% Missed Appointment – Verizon – Dispatch	9.04	3.64	4.31	0	4.8	12	6.02	13.33	6.88	9.52	
PR-4-05-2341	% Missed Appointment – Verizon – No Dispatch	0	0	0	0	0	0	0	0	0	0	
PR-4-08-2341	% Missed Appt. – Customer – Late Order Conf.		1.06		0		0		0		0	
PR-5 - Facility Missed Orders												
PR-6 - Installation Quality												
PR-6-01-2341	% Install. Troubles Reported within 30 Days	1.11	1.21	1.54	2.13	1.43	2.22	0.75	3.51	1.57	0.58	
PR-6-03-2341	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE		1.21		1.7		7.22		1.75		1.74	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2341	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-2341	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
Special Services - Provisioning												
PR-4 - Missed Appointments												
PR-4-01-2210	% Missed Appointment – Verizon – DS0	3.89	0	5.03	0	6.41	0	3.6	5.88	10.5	5	

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-01-2211	% Missed Appointment – Verizon – DS1	7.19	0	12.66	0	8.73	0	14.83	0	9.17	10	1,3
PR-4-01-2213	% Missed Appointment – Verizon – DS3	60	NA	41.67	NA	40	NA	28.57	NA	12.5	NA	
PR-4-01-2214	% Missed Appointment – Verizon – Special Other	0	0	0	0	4.88	0	6.25	0	11.11	25	1,2,3,4,5
PR-4-02-2200	Average Delay Days – Total	7.71	NA	14.22	NA	6.44	NA	5.5	1	10.13	8.33	4,5
PR-4-03-2200	% Missed Appointment – Customer		6.52		21.21		18.92		20.93		29.41	
PR-4-08-2200	% Missed Appt. – Customer – Due to Late Order Conf.		0		0		0		0		0	
PR-6- Installation Quality												
PR-6-01-2200	% Installation Troubles reported within 30 Days	2.76	1.99	2.8	3.21	5.29	5.86	9.5	1.52	8.34	4.39	
PR-6-03-2200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		1.66		0.53		1.17		0.85		1.35	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2200	Open Orders in a Hold Status > 30 Days	0.26	0	0.37	0	0.4	0	0.83	0	0.65	0	
PR-8-02-2200	Open Orders in a Hold Status > 90 Days	0	0	0.18	0	0.13	0	0.17	0	0.22	0	
Resale (Maintenance) - POTS/Special Services												
POTS - Maintenance												
MR-2 - Trouble Report Rate												
MR-3 - Missed Repair Appointments												
MR-3-01-2110	% Missed Repair Appointment – Loop Bus.	12.78	10.18	15.07	11.71	13.14	13.79	16.59	11.54	14.37	13.34	
MR-3-01-2120	% Missed Repair Appointment – Loop Res.	8.51	4.69	10.93	6.84	9.94	4.04	10.72	6.39	9.85	8	
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus.	12.28	6.14	13.35	14.53	10.28	11.7	9.36	10.84	12.7	5.83	
MR-3-02-2120	% Missed Repair Appointment – Central Office Res.	6.79	5.26	5.74	3.45	6.58	3.85	7.84	0	6.93	5	
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment		5.3		5.76		5.94		8.25		11.7	
MR-4 - Trouble Duration Intervals												
MR-4-01-2100	Mean Time To Repair – Total	18.04	11.32	19.04	13.31	19.6	12.65	21.07	13.06	20.94	13.1	
MR-4-02-2110	Mean Time To Repair – Loop Trouble - Bus.	12.05	10.41	12.56	12.48	12.48	11.76	12.29	12.15	10.96	9.67	

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		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res.	20.36	17.07	21.5	18.57	22.01	17.07	23.68	18.21	23.51	22.82	
MR-4-03-2110	Mean Time To Repair – Central Office Trouble - Bus.	8	5.99	8.36	7.8	7.62	7.09	7.44	6.2	7.8	6.73	
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res.	9.61	6.04	9.13	8.83	10.32	8.06	10.79	6.67	11.33	14.65	
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	77.03	90.61	74.6	86.43	73.89	88.86	69.12	86.23	67.45	85.96	
MR-4-06-2100	% Out of Service > 4 Hours	77.2	62.13	79.01	63.32	78.88	66.34	82.61	68.29	78.39	69.05	
MR-4-07-2100	% Out of Service > 12 Hours	57.2	36.65	57.8	38.26	58.23	40.61	62.79	41.33	60.04	41.55	
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	11.53	6.1	12.24	9.6	11.35	7.99	12.57	10	10.16	5.57	
MR-4-08-2120	% Out of Service > 24 Hours - Res.	25.32	16.75	27.71	17.5	27.9	20.08	33.32	28.15	34.67	33.21	
MR-5 - Repeat Trouble Reports												
MR-5-01-2100	% Repeat Reports within 30 Days	18.64	16.48	17.92	15.24	17.35	14.47	17.63	15.59	18.21	14.68	
2-Wire Digital Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-2341	Network Trouble Report Rate – Loop	0.2	0.69	0.22	0.43	0.24	0.43	0.25	0.48	0.3	0.44	
MR-2-03-2341	Network Trouble Report Rate – Central Office	0.12	0.15	0.11	0.31	0.11	0.23	0.14	0.16	0.12	0.08	
MR-2-04-2341	% Subsequent Reports		15.38		9.52		5.56		5.88		0	
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate		2.47		1.09		1.82		1.43		1.39	
MR-3 - Missed Repair Appointments												
MR-3-01-2341	% Missed Repair Appointment – Loop	33.61	44.44	35.82	63.64	40.54	45.45	28.95	33.33	27.07	36.36	
MR-3-02-2341	% Missed Repair Appointment – Central Office	32.89	0	22.86	50	23.08	33.33	30.59	0	38.57	50	1,2,3,4,5
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment		28.13		14.29		25.53		22.22		28.57	
MR-4 - Trouble Duration Intervals												
MR-4-01-2341	Mean Time To Repair – Total	28.23	25.54	62.63	45.59	22.27	23.57	24.98	30.82	24.23	30.93	
MR-4-02-2341	Mean Time To Repair – Loop Trouble	30.55	28.51	29.88	31.9	25.7	31.95	26.36	15.61	25.05	25.45	
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	24.5	12.18	125.33	64.41	14.46	8.2	22.51	76.44	22.09	61.04	1,2,3,4,5
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	65.66	68.18	70.59	42.11	65.26	76.47	67.09	62.5	64.54	53.85	
MR-4-07-2341	% Out of Service > 12 Hours	45.12	66.67	40.54	63.64	51.47	58.33	43.96	100	62.37	100	1,4,5
MR-4-08-2341	% Out of Service > 24 Hours	28.05	50	18.92	63.64	35.29	16.67	29.67	0	45.16	75	1,4,5
MR-5 - Repeat Trouble Reports												

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-5-01-2341	% Repeat Reports within 30 Days	16.16	13.64	14.22	10.53	15.96	5.88	20.25	6.25	15.94	15.38	
Special Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-01-2200	Network Trouble Report Rate	0.21	0.12	0.23	0.24	0.34	0.42	0.34	0.39	0.45	0.42	
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate		0.24		0.23		0.62		0.5		0.58	
MR-4 - Trouble Duration Intervals												
MR-4-01-2216	Mean Time To Repair – Total - Non DS0 & DS0	6.42	8.53	6.48	7.91	7.46	9.26	8.66	12.1	7.79	7.78	
MR-4-01-2217	Mean Time To Repair – Total - DS1 & DS3	6.38	7.38	7.98	8.23	12.79	9.46	9.2	7.33	7.28	5.84	1
MR-4-04-2216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0	97.23	89.47	98.14	100	96.92	94.81	94.52	91.43	95.51	95.89	
MR-4-04-2217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	97.26	100	95.56	100	97.14	100	92.99	100	97.38	100	1
MR-4-06-2216	% Out of Service > 4 Hours - Non DS0 & DS0	53.65	75.76	57.59	81.82	60.81	81.36	68.37	91.53	63.95	75.41	
MR-4-06-2217	% Out of Service > 4 Hours - DS1 & DS3	59.53	66.67	67.71	84	67.49	88.24	69.66	83.33	69.78	80	1
MR-4-08-2216	% Out of Service > 24 Hours - Non DS0 & DS0	2.86	12.12	1.9	0	3.01	6.78	5.45	8.47	3.77	3.28	
MR-4-08-2217	% Out of Service > 24 Hours - DS1 & DS3	2.79	0	4.48	0	2.88	0	7.12	0	2.64	0	1
MR-5 - Repeat Trouble Reports												
MR-5-01-2200	% Repeat Reports within 30 Days	17.96	17.39	18.02	23.91	18.63	18.95	17.34	28.41	15.79	14.74	
UNE (Ordering) - POTS/Special Services												
UNE Ordering												
Platform												
OR-1 - Order Confirmation Timeliness												
OR-1-02-3143	% On Time LSRC – Flow Through		99.92		99.85		99.93		99.94		99.38	
OR-1-04-3143	% On Time LSRC No Facility Check		98.49		99.75		99.02		97.39		98.77	
OR-1-06-3143	% On Time LSRC/ASRC Facility Check		100		100		98.2		99.45		100	
OR-2 - Reject Timeliness												
OR-2-02-3143	% On Time LSR Reject – Flow Through		99.89		100		100		99.94		99.8	
OR-2-04-3143	% On Time LSR Reject No Facility Check		99.16		98.18		99.7		99.57		99.51	

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		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-2-06-3143	% On Time LSR/ASR Reject Facility Check		100		100		100		100		100	
OR-6 - Order Accuracy												
OR-6-01-3143	% Accuracy - Orders*		UR		99.75		96.85		99.75		98.75	
OR-6-03-3143	% Accuracy - LSRC*		0		0		0.03		0.03		0	
OR-7 - Order Completeness												
OR-7-01-3143	% Order Confirmation/Rejects sent within 3 Business Days		99.86		99.73		99.72		99.86		99.88	
Loop/Pre-qualified Complex/LNP												
OR-1 - Order Confirmation Timeliness												
OR-1-02-3331	% On Time LSRC - Flow Through		99.91		99.87		99.85		99.97		99.88	
OR-1-04-3331	% On Time LSRC No Facility Check		99.13		99.09		99.25		99.5		99.28	
OR-1-06-3331	% On Time LSRC/ASRC Facility Check		98.83		99.21		99.67		99.54		99.85	
OR-2 - Reject Timeliness												
OR-2-02-3331	% On Time LSR Reject - Flow Through		100		100		100		100		99.96	
OR-2-04-3331	% On Time LSR Reject No Facility Check		99.88		99.03		99.35		99.68		99.58	
OR-2-06-3331	% On Time LSR/ASR Reject Facility Check		100		100		100		100		100	
OR-6 - Order Accuracy												
OR-6-01-3331	% Accuracy - Orders*		98.21		99.01		97.11		99.17		100	
OR-6-03-3331	% Accuracy - LSRC*		0.36		0.28		0.25		0.16		0.51	
OR-7 - Order Completeness												
OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days		99.8		99.84		99.88		99.89		99.79	
2 Wire Digital Services												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-3341	% On Time LSRC No Facility Check		100		98.94		99.29		100		100	
OR-1-06-3341	% On Time LSRC/ASRC Facility Check		NA		100		NA		NA		NA	2
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-3341	% On Time LSR Reject No Facility Check		100		100		100		100		100	
OR-2-06-3341	% On Time LSR/ASR Reject Facility Check		NA		100		NA		NA		NA	2
2 Wire xDSL Loops												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												

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		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-04-3342	% On Time LSRC No Facility Check		100		99.33		100		100		98.85	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-3342	% On Time LSR Reject No Facility Check		100		100		100		100		100	
OR-2-06-3342	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		NA		NA	
2 Wire xDSL Line Sharing & Line Splitting												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-3340	% On Time LSRC No Facility Check		100		100		100		100		100	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-3340	% On Time LSR Reject No Facility Check		100		100		100		100		100	1
OR-2-06-3340	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		NA		NA	
POTS / Special Services - Aggregate												
OR-3 - Percent Rejects												
OR-3-01-3000	% Rejects (ASRs + LSRs)		19.11		18.13		17.12		15.62		15.62	
OR-4 - Timeliness of Completion Notification												
OR-4-11-3000	% Completed orders with neither a PCN nor BCN sent		UD		0.24		0.17		0.27		0.1	
OR-4-16-3000	% Provisioning Completion Notifiers sent within one (1) Business Day		UD		74.1		87.64		96.91		97.2	
OR-4-17-3000	% Billing Completion Notifier sent within two (2) Business Days		UD		95.25		95.58		93.52		96.1	
OR-5 - Percent Flow-Through												
OR-5-01-3000	% Flow Through - Total		74.25		75.38		77.13		80.28		83.33	
OR-5-03-3000	% Flow Through Achieved		96.01		97.21		97.6		97.71		97.48	
Special Services - Electronically Submitted												
OR-1 - Order Confirmation Timeliness (ASRs + LSRs)												
OR-1-04-3210	% On Time LSRC No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-06-3210	% On Time LSRC/ASRC Facility Check DS0		NA		NA		NA		100		66.67	4,5
OR-1-06-3211	% On Time LSRC/ASRC Facility Check DS1		88.42		93.9		97.14		95.29		96.3	

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		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-06-3213	% On Time LSRC/ASRC Facility Check DS3		93.75		96.72		100		100		100	4
OR-1-06-3214	% On Time LSRC/ASRC Facility Check (Non DS0, Non DS1, & Non DS3)		100		100		NA		NA		NA	1,2
OR-2 - Reject Timeliness (ASRs + LSRs)												
OR-2-04-3200	% On Time LSR Reject No Facility Check		100		100		NA		NA		100	1,2,5
OR-2-06-3200	% On Time LSR/ASR Reject Facility Check		92.77		98.97		98.57		93.55		100	
Special Services - FAX/MAIL Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-08-3210	% On Time ASRC No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-10-3210	% On Time ASRC Facility Check DS0								NA		NA	
OR-1-10-3211	% On Time ASRC Facility Check DS1		100		NA		NA		NA		NA	1
OR-1-10-3213	% On Time ASRC Facility Check DS3		100		NA		NA		NA		NA	1
OR-1-10-3214	% On Time ASRC Facility Check (Non DS0, Non DS1, & Non DS3)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-08-3200	% On Time ASR Reject No Facility Check		NA		NA		NA		NA		NA	
OR-2-10-3200	% On Time ASR Reject Facility Check		NA		NA		NA		NA		NA	
UNE (Provisioning) - POTS/Special Services												
POTS - Provisioning												
PR-3 - Completed within X Days												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Dispatch) - Platform	89.64	82.03	85.88	85.99	80.2	77.87	80.28	89.05	80.69	78.45	
PR-3-06-3113	% Completed in 3 Days (1-5 Lines - Dispatch) - Loop New	80.67	33.33	73.02	45	72.54	55	64.83	68	58.08	63.33	
PR-3-06-3140	% Completed in 3 Days (1-5 Lines - Dispatch) - Platform	80.67	68.25	73.02	72.22	72.54	64.15	64.83	77.78	58.08	81.4	
PR-3-08-3111	% Completed in 5 Days (1-5 Lines - No Dispatch) - Hot Cut Loop		99.55		99.2		99.31		100		99.64	
PR-3-09-3113	% Completed in 5 Days (1-5 Lines - Dispatch) - Loop New	97.69	83.33	97.5	95	97.09	95	93.64	92	88.19	96.67	

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		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-3-09-3140	% Completed in 5 Days (1-5 Lines – Dispatch) - Platform	97.69	96.83	97.5	100	97.09	98.11	93.64	100	88.19	95.35	
PR-4 - Missed Appointments												
PR-4-02-3100	Average Delay Days – Total	2.65	1.7	2.6	2.25	2.61	2.43	2.91	1.67	3.22	1.71	2,3,4,5
PR-4-03-3100	% Missed Appt. – Customer		4.31		2.95		4.21		2		2.21	
PR-4-04-3113	% Missed Appt. – Verizon – Dispatch - Loop New	4.93	0.4	5.36	0.87	5.51	0	5.41	1.23	5.53	0.35	
PR-4-04-3140	% Missed Appt. – Verizon – Dispatch - Platform	4.93	4.27	5.36	0.67	5.51	4.61	5.41	1.59	5.53	4.8	
PR-4-05-3140	% Missed Appt. – Verizon – No Dispatch - Platform	0.01	0	0.01	0	0.02	0	0.02	0	0.02	0	
PR-5 - Facility Missed Orders												
PR-6 - Installation Quality												
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	2.89	1.84	2.75	2.28	3.14	2.42	3.63	2.63	4.16	2.2	
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	2.89	1.35	2.75	1.34	3.14	1.59	3.63	0.86	4.16	0.57	
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE – Loop		2.09		1.81		2.54		2.06		2.44	
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE – Platform		0.91		1.31		1.46		0.73		0.59	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
PR-9 - Hot Cuts Loops												
PR-9-01-3520	% On Time Performance – Hot Cut		99.67		99.51		98.88		99.46		100	
POTS & Complex Aggregate												
2-Wire Digital Services												
PR-4 - Missed Appointments												
PR-4-02-3341	Average Delay Days – Total	3.45	2	3.3	2	4.04	1.33	4.26	4	4.87	NA	1,2,3,4
PR-4-03-3341	% Missed Appointment – Customer		4.55		20.24		9.38		16.67		8.89	
PR-4-04-3341	% Missed Appointment – Verizon – Dispatch	9.04	0	4.31	0	4.8	1.67	6.02	0	6.88	0	

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		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-05-3341	% Missed Appointment – Verizon – No Dispatch	0	0	0	0	0	0	0	0	0	NA	1,2,3,4
PR-5 - Facility Missed Orders												
PR-6 - Installation Quality												
PR-6-01-3341	% Install. Troubles Reported within 30 Days	5.43	7.87	5.44	13.64	5.71	6.06	5.17	10.91	5.86	14.89	
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		15.73		19.32		21.21		12.73		8.51	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
2-Wire xDSL Loops												
PR-4 - Missed Appointments												
PR-4-02-3342	Average Delay Days – Total	4.57	2.5	5.3	3.13	4.8	2.67	3.13	2.5	7.48	1	1,2,3,4,5
PR-4-03-3342	% Missed Appointment – Customer		8.29		9.43		12.6		7.53		8.62	
PR-4-04-3342	% Missed Appointment – Verizon – Dispatch		0.25		0.2		0.55		0.26		0.27	
PR-4-14-3342	% Completed On Time (with Serial Number)		97.15		98.41		97.51		99.14		98.29	
PR-5 - Facility Missed Orders												
PR-6 - Installation Quality												
PR-6-01-3342	% Install. Troubles Reported within 30 Days	5.43	6	5.44	3.86	5.71	7.79	5.17	5.34	5.86	3.6	
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		7.67		7.53		9.35		6.87		6.68	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0.9	0	0.5	0	
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
2-Wire xDSL Line Sharing												
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	99.91	100	99.93	99.29	99.86	100	99.89	100	99.95	100	
PR-4 - Missed Appointments												
PR-4-02-3343	Average Delay Days – Total	2.2	3	3.36	NA	1.45	1.5	1.85	NA	3.2	1	1,3,5
PR-4-03-3343	% Missed Appointment – Customer		2.86		2.66		3.35		1.44		2.81	

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-04-3343	% Missed Appointment – Verizon – Dispatch	1.49	4.76	1.36	0	2.2	0	2.38	0	3.55	4.76	
PR-4-05-3343	% Missed Appointment – Verizon – No Dispatch	0.1	0	0.06	0	0.13	0	0.08	0	0.06	0	
PR-5 - Facility Missed Orders												
PR-6 - Installation Quality												
PR-6-01-3343	% Install. Troubles Reported within 30 Days	0.51	0.57	0.54	0.53	0.74	0.56	0.66	0.96	1.43	1.12	
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		6.29		3.19		3.91		6.73		6.74	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
2-Wire xDSL Line Splitting												
PR-3 - Completed within X Days												
PR-4 - Missed Appointments												
PR-4-04-3345	% Missed Appointment – Verizon – Dispatch	1.49	NA	1.36	NA	2.2	NA	2.38	NA	3.55	NA	
PR-4-05-3345	% Missed Appointment – Verizon – No Dispatch	0.1	NA	0.06	NA	0.13	NA	0.08	NA	0.06	NA	
PR-5 - Facility Missed Orders												
PR-5-01-3345	% Missed Appointment - Verizon Facilities	0.4	NA	1.24	NA	0.41	NA	0.73	NA	1.05	NA	
PR-6 - Installation Quality												
PR-6-01-3345	% Install. Troubles Reported within 30 Days	0.51	NA	0.54	NA	0.74	NA	0.66	NA	1.43	NA	
PR-6-03-3345	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		NA		NA		NA		NA		NA	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3345	Open Orders in a Hold Status > 30 Days	0	NA	0	NA	0	NA	0	NA	0	NA	
Special Services - Provisioning												
PR-4 - Missed Appointments												
PR-4-01-3210	% Missed Appointment – Verizon – DS0	3.89	NA	5.03	NA	6.41	NA	3.6	NA	10.5	NA	
PR-4-01-3211	% Missed Appointment – Verizon – DS1	7.19	6.73	12.66	3.16	8.73	7.03	14.83	7.64	9.17	6.56	

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		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-01-3213	% Missed Appointment – Verizon – DS3	60	NA	41.67	NA	40	0	28.57	NA	12.5	NA	3
PR-4-01-3214	% Missed Appointment – Verizon – Special Other	0	0	0	NA	4.88	0	6.25	0	11.11	0	1,3,4,5
PR-4-01-3510	% Missed Appointment – Verizon – Total - EEL	7.19	0	12.66	8.33	8.73	0	14.83	8.11	9.17	12.5	
PR-4-01-3530	% Missed Appointment – Verizon – Total- IOF	60	0	41.67	8.7	40	5	28.57	6.25	12.5	5.26	
PR-4-02-3200	Average Delay Days – Total	7.71	27.71	14.22	8.8	6.44	3.89	5.5	2.67	10.13	2.25	1,2,5
PR-4-02-3510	Average Delay Days – Total - EEL	5.55	NA	15.74	5	6.64	NA	5.94	9.67	11.62	1	2,4,5
PR-4-02-3530	Average Delay Days – Total - IOF	23	NA	20.2	18	13.25	4	6.25	8	35	1	2,3,4,5
PR-4-03-3200	% Missed Appointment – Customer		41.18		33.82		25.43		29.38		37.32	
PR-4-03-3510	% Missed Appointment – Customer - EEL		51.72		45.83		60		29.73		43.75	
PR-4-03-3530	% Missed Appointment – Customer - IOF								56.25		84.21	
PR-4-08-3200	% Missed Appt. – Customer – Late Order Conf.		0		0		0		0		0	
PR-5 - Facility Missed Orders												
PR-6 - Installation Quality												
PR-6-01-3200	% Installation Troubles reported within 30 Days	2.76	8.78	2.8	3.95	5.29	7.45	9.5	6.54	8.34	6.33	
PR-6-03-3200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		0		0		0.53		0		0.63	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3200	Open Orders in a Hold Status > 30 Days	0.26	0	0.37	0	0.4	0	0.83	0	0.65	0	
PR-8-02-3200	Open Orders in a Hold Status > 90 Days	0	0	0.18	0	0.13	0	0.17	0	0.22	0	
UNE (Maintenance) - POTS/Special Services												
Maintenance - POTS Loop												
MR-2 - Trouble Report Rate												
MR-2-02-3550	Network Trouble Report Rate – Loop	0.76	0.42	0.94	0.53	0.96	0.5	1.11	0.59	1.33	0.6	
MR-2-03-3550	Network Trouble Report Rate – Central Office	0.08	0.04	0.09	0.08	0.09	0.06	0.09	0.07	0.1	0.07	
MR-2-04-3550	% Subsequent Reports		46.71		43.55		44.56		45.14		45.44	
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate		0.39		0.48		0.45		0.4		0.48	
MR-3 - Missed Repair Appointments												

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Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-3-01-3550	% Missed Repair Appointment – Loop	9.22	2.42	11.62	5.37	10.46	4.89	11.63	4.46	10.53	4.25	
MR-3-02-3550	% Missed Repair Appointment – Central Office	8.34	12.5	7.77	4.76	7.62	11.67	8.22	10	8.57	13.95	
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment		4.83		3.93		3.3		5.93		4.66	
MR-4 - Trouble Duration Intervals												
MR-4-01-3550	Mean Time To Repair – Total	18.04	13.48	19.04	13.49	19.6	14.01	21.07	13.27	20.94	14.17	
MR-4-02-3550	Mean Time To Repair – Loop Trouble	18.97	13.84	20.04	14.17	20.52	14.52	21.99	13.49	21.73	14.09	
MR-4-03-3550	Mean Time To Repair – Central Office Trouble	9.17	9.39	8.93	8.99	9.63	9.69	9.97	9.45	10.4	9.14	
MR-5 - Repeat Trouble Reports												
MR-5-01-3550	% Repeat Reports within 30 Days	18.64	15.38	17.92	11.35	17.35	14.54	17.63	15.63	18.21	13.34	
Maintenance - POTS Platform												
MR-2 - Trouble Report Rate												
MR-2-02-3140	Network Trouble Report Rate – Platform	0.76	0.73	0.94	0.78	0.96	0.7	1.11	0.7	1.33	0.82	
MR-2-03-3140	Network Trouble Report Rate – Central Office	0.08	0.13	0.09	0.15	0.09	0.13	0.09	0.09	0.1	0.14	
MR-2-04-3140	% Subsequent Reports		6.98		4.82		6.43		6.07		5.08	
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate		0.61		0.79		0.7		0.58		0.76	
MR-3 - Missed Repair Appointments												
MR-3-01-3144	% Missed Repair Appointment – Platform Bus.	12.78	12.21	15.07	13.71	13.14	10.37	16.59	9.55	14.37	14.76	
MR-3-01-3145	% Missed Repair Appointment – Platform Res.	8.51	7.58	10.93	11.54	9.94	5.36	10.72	9.26	9.85	6.41	
MR-3-02-3144	% Missed Repair Appointment – Central Office Bus.	12.28	2.63	13.35	13.16	10.28	5.88	9.36	0	12.7	11.43	
MR-3-02-3145	% Missed Repair Appointment – Central Office Res.	6.79	0	5.74	0	6.58	0	7.84	22.22	6.93	7.69	1,3
MR-4 - Trouble Duration Intervals												
MR-4-01-3140	Mean Time To Repair – Total	18.04	12.09	19.04	13.16	19.6	12.91	21.07	12.9	20.94	12.04	
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	77.03	90.36	74.6	86.82	73.89	83.21	69.12	87.07	67.45	87.2	
MR-4-06-3140	% Out of Service > 4 Hours	77.2	64.65	79.01	66.67	78.88	70.72	82.61	64.88	78.39	66.02	
MR-4-07-3140	% Out of Service > 12 Hours	57.2	41.92	57.8	44.44	58.23	48.62	62.79	40.49	60.04	39.77	
MR-5 - Repeat Trouble Reports												
MR-5-01-3140	% Repeat Reports within 30 Days	18.64	18.57	17.92	15.2	17.35	14.5	17.63	14.45	18.21	18.75	

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		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
2-Wire Digital Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3341	Network Trouble Report Rate - Loop	0.75	0.85	0.93	1.11	0.95	0.71	1.1	0.95	1.32	0.8	
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.08	0.13	0.09	0.28	0.09	0.24	0.09	0.11	0.1	0.16	
MR-2-04-3341	% Subsequent Reports		11.63		22.86		12.2		25.93		43.75	
MR-3 - Missed Repair Appointments												
MR-3-01-3341	% Missed Repair Appointment – Loop	9.32	12.12	11.71	2.33	10.59	11.11	11.7	5.56	10.59	10	
MR-3-02-3341	% Missed Repair Appointment – Central Office	8.95	0	8.07	9.09	7.92	0	8.77	0	9.13	0	1,4,5
MR-4 - Trouble Duration Intervals												
MR-4-01-3341	Mean Time To Repair - Total	18.11	15.54	19.27	11.48	19.62	15.83	21.09	13.28	20.96	12.16	
MR-4-02-3341	Mean Time To Repair - Loop Trouble	19.02	17.3	20.07	13.06	20.54	19.45	22	14.25	21.74	13.38	
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	9.55	3.99	11.23	5.29	9.73	4.94	10.28	4.52	10.62	6.05	1,4,5
MR-4-07-3341	% Out of Service > 12 Hours	57.16	54.84	57.75	36.59	58.22	46.67	62.74	54.55	60.05	30.77	
MR-4-08-3341	% Out of Service > 24 Hours	22.87	25.81	24.92	7.32	25.1	20	30.04	3.03	30.89	11.54	
MR-5 - Repeat Trouble Reports												
MR-5-01-3341	% Repeat Reports within 30 Days	18.62	21.05	17.9	16.67	17.35	16.67	17.64	15	18.2	8.33	
2-Wire xDSL Loops - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3342	Network Trouble Report Rate - Loop	0.75	0.54	0.93	0.56	0.95	0.47	1.1	0.44	1.32	0.53	
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.08	0.04	0.09	0.09	0.09	0.06	0.09	0.09	0.1	0.09	
MR-3 - Missed Repair Appointments												
MR-3-01-3342	% Missed Repair Appointment – Loop	9.32	5.43	11.71	7.61	10.59	5.68	11.7	9.09	10.59	6.82	
MR-3-02-3342	% Missed Repair Appointment – Central Office	8.95	0	8.07	0	7.92	0	8.77	0	9.13	15.38	
MR-4 - Trouble Duration Intervals												
MR-4-02-3342	Mean Time To Repair - Loop Trouble	19.02	12.6	20.07	13.59	20.54	12.93	22	14.5	21.74	12.6	
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	9.55	4.81	11.23	3.07	9.73	2.71	10.28	5.42	10.62	5.68	
MR-4-07-3342	% Out of Service > 12 Hours	57.16	33.33	57.75	36.17	58.22	32.97	62.74	32.91	60.05	30.77	
MR-4-08-3342	% Out of Service > 24 Hours	22.87	14.94	24.92	15.96	25.1	14.29	30.04	16.46	30.89	8.97	